Avaya 3100 Mobile Communicator - Client for Windows Mobile User Guide

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Release 3.1

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For the most current versions of documentation, see the Avaya Support. Web site: http://www.avaya.com/support

Contact Avaya Support
Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: http://www.avaya.com/support

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Welcome

This section contains the following topics:

- **“Your new Avaya 3100 MC - Client for Windows Mobile” on page 7**
- **“New in this release” on page 7**
- **“Avaya 3100 MC - Client for Windows Mobile feature overview” on page 9**
- **“Language support” on page 10**

Your new Avaya 3100 MC - Client for Windows Mobile

You can use Avaya 3100 Mobile Communicator - Client (Avaya 3100 MC - Client) for Windows Mobile to achieve real-time communication with the Avaya 3100 Mobile Communicator Gateway and communication server. The term communication server means all communication servers that Avaya 3100 MC - Client supports. For more information about communications servers, see the Avaya 3100 Mobile Communicator Product Bulletin at www.avaya.com/support.

New in this release

The following sections detail what’s new in *Avaya 3100 Mobile Communicator - Client for Windows Mobile User Guide* (NN42040-107) for Avaya 3100 Mobile Communicator Release 3.1.

Features

This release contains changes to the following features.

- **“Managing voice mail” on page 75**
- **“Configuring your Presence Status” on page 59**

Other changes

The Avaya 3100 MC - Client for Windows Mobile is not supported on versions of Windows Mobile before WM 6.0.

Revision history

October 2010

Standard 03.05. This document is issued to support Avaya 3100 Mobile Communicator Release 3.1. Editorial changes were made.

July 2010

Standard 03.04. This document is issued to support Avaya 3100 Mobile Communicator Release 3.1. Editorial changes were made. **Table 3 "Supported mobile devices" on page 14** is updated. This document also contains the content from *Avaya 3100 Mobile Communicator - Client for Windows Mobile Quick Reference* (NN42040-108). For more information, see **“Quick reference” on page 81**.

November 2009

Standard 03.03. This document is issued to support Avaya 3100 Mobile Communicator Release 3.1. Technical information was updated.

November 2009

Standard 03.02. This document is issued to support Avaya 3100 Mobile Communicator Release 3.1. Call Intercept information was updated.

October 2009

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July 2009

Standard 02.08. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0 and the Avaya Communication Server 2100 (Avaya CS 2100). Information is added about the Avaya CS 2100.

June 2009

Standard 02.07. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0 SU03. Updates were made to technical content, including **“Calling individuals” on page 46** and **“Managing buddies” on page 54**.

January 2009

Standard 02.06. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0. Updates were made to technical content in **Table 3 "Supported mobile devices" on page 14**

January 2009

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December 2008

Standard 02.04. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0. Updates were made to include links to multimedia presentations and to **“Network specifications” on page 15**.

November 2008

Standard 02.03. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0.

November 2008

Standard 02.02. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0. Updates were made to installation and upgrade procedures.

September 2008

Standard 02.01. This document is issued for Avaya 3100 Mobile Communicator Release 3.0.

May 2008

Standard 01.03. This document is upissued for Avaya 3100 Mobile Communicator Release 2.1. Reissued with the new date only.

April 2008

Standard 01.02. This document is upissued for Avaya 3100 Mobile Communicator Release 2.1. It addresses the group call options in **"Responding to an Instant Conference reminder" on page 66**.

April 2008

Standard 01.01. This document is issued to support Avaya 3100 Mobile Communicator Release 2.1.

Avaya 3100 MC - Client for Windows Mobile feature overview

Avaya 3100 MC - Client for Windows Mobile extends the enterprise collaboration functionality to a mobile device by using a data (Internet) connection over the cellular network.

You can perform the following tasks with Avaya 3100 MC - Client for Windows Mobile.

- Associate a single number with all of your outbound calls.
- Answer office calls on your mobile device.
- Manage your buddies using the Avaya 3100 MC - Client for Windows Mobile local directory and the mobile device address book.
- Search for buddies in the Corporate Directory and in the Avaya 3100 MC - Client for Windows Mobile local directory.
- Track the presence status of other Avaya 3100 MC - Client mobility-enabled users.
- Configure your own presence status.
- Use the event log (History) to view your most recent incoming and outgoing calls, instant messages, and system events.
- Check your inbox for new voice mail messages.
- Receive a message waiting indication (MWI) when you receive a new voice mail message.
- Create a group containing multiple buddies and initiate an Instant Conference to the group members.
- Redirect your incoming calls to alternative contact locations (for example, office, home, other).
- Send and receive instant messages with other Avaya 3100 MC - Client users.
- Download your configuration settings from the Avaya 3100 Mobile Communicator Gateway, including a list of valid emergency numbers.
- When you dial an emergency (for example, 911) on the Avaya 3100 MC - Client for Windows Mobile, the system automatically switches to the native device phone in order to place the call. Your administrator configures the emergency telephone numbers in the Avaya 3100 Mobile Communicator Gateway.
- Use the cellular network for voice and data (dependent on hardware and software support).

- Communicate using any of the following methods:
  - Dial a number from the keypad.
  - Select a number on the Quick Dial list.
  - Select a buddy and choose how you want to contact them (voice call or IM).
  - Select a record in the history log, native address book, voice mail or IM sessions pane and start a new communication session.
- Display the Avaya 3100 MC - Client for Windows Mobile in either landscape or portrait view.
- Use the following call modes:
  - Direct Outbound: Direct Outbound is the basic call mode. You can initiate calls directly from your mobile device to other parties by dialing or selecting buddies to call. This direct mode uses an Outgoing Call Service DN to access the Avaya 3100 Mobile Communicator Gateway in the enterprise network.The Avaya 3100 Mobile Communicator Gateway then dials the number entered in the Avaya 3100 MC - Client for Windows Mobile by using the enterprise dial plan.
  - Call-me-First: Call-me-First is the advanced call mode. The Call-me-First mode has several calling options, for example, outgoing prefix, and calling locations. Call-me-First calls take two steps to complete. First, the Avaya 3100 Mobile Communicator Gateway calls you at a chosen location. After you answer, the Avaya 3100 Mobile Communicator Gateway initiates the call by calling the number you entered in the Avaya 3100 MC - Client for Windows Mobile using the enterprise dial plan.
- Use the following telephony features:
  - call hold and retrieve
  - supervised and unsupervised call transfer
  - call swap
  - caller ID/caller name display
  - call timer
  - conference call
  - call mute

  For more information about Call Modes, see **“Call modes” on page 45**.

  Note: If you are connected to a 3G network, you can exchange instant messages and track presence while in a voice call.

For more information about configuring your outgoing Call Service DN, see **“Initial configuration” on page 25**.

Language support

Avaya 3100 MC - Client for Windows Mobile supports the following languages:

- Chinese
- Dutch
- English
- French
- German

- Japanese
- Norwegian
- Swedish

When you install the client loads using the over the air download method, the system recommends a software load that matches the operating system, features, and language of your device. You can download the recommended software or you can select software for another language (as long as your device supports the chosen language). For example, if you change the language from English to French on the device, the system will recommend a French load instead of an English load.

Getting Started

This section contains the following topics:

- **“Before you begin” on page 13**
- **“Enterprise requirements” on page 13**
- **“Supported network connections and devices” on page 13**
- **“Network specifications” on page 15**
- **“Network specifications” on page 15**
- **“Subscriber Identity Module (SIM) card” on page 16**
- **“Battery life” on page 16**

Before you begin

Before you install Avaya 3100 MC - Client for Windows Mobile, familiarize yourself with the navigation and data entry methods for your mobile device.

Enterprise requirements

The Avaya 3100 MC - Client requires the following applications at the enterprise site:

- Avaya 3100 Mobile Communicator Gateway,
- Supported Enterprise Communication Server (ECS) programmed with an account for each user.

Supported network connections and devices

Avaya 3100 MC - Client for Windows Mobile supports the following network connections.

Table 1: Supported network connections

Device type	Operating system	Voice and data service availability	
		Service	Cellular network
Cell only	WM 6.0 or WM 6.1	Voice	Yes
		Data	Yes
Note: For cellular connections, the Avaya 3100 MC - Client for Windows Mobile supports voice over GSM or CDMA and data over GPRS or 1xRTT.			

For feature support details, see **Table 2 "Network connectivity features" on page 14**.

Table 2: Network connectivity features

Device type	Operating system	Possible network connection	Feature support	
			Network roaming	Voice call handoff
Cell only	Windows Mobile 6.0 or later	• Voice over cell • Data over cell	No	No

Avaya 3100 MC - Client for Windows Mobile supports the following devices.

Table 3: Supported mobile devices

Brand	Model	Operating system	Form factor
Motorola	Q (9h)	WM6	smartphone
Motorola	Q Global	WM6	smartphone
Motorola	Q9c	WM6	smartphone
Samsung	Blackjack	WM6	smartphone
Samsung	Blackjack II	WM6	smartphone
Samsung	Ace	WM6	smartphone
HP	iPAQ 510	WM6	smartphone
HTC	TyTn	WM6	PDA
HTC	6800 (Titan)	WM6	PDA
HTC	XV6800	WM6	PDA
HTC	XV6900	WM6	PDA
HTC	SMT5800	WM6	smartphone
HTC	TyTn II	WM6.1	PDA
HTC	AT&T 8925/Tilt	WM6.1	PDA
HTC	S620/S621	WM6	smartphone
HTC	S710	WM6	smartphone
HTC	Touch Diamond	WM6	PDA
HTC	Mogul	WM6	PDA
HTC	Touch Pro II	WM6.1	PDA

For a list of the latest supported devices, see the *Avaya 3100 Mobile Communicator Product Bulletin* at www.avaya.com.

Note 1: Select and use headsets that are designed to reduce excessive sound pressure levels or acoustic shocks. Check that headsets meet National or International Acoustic and Safety requirements.

Note 2: Some devices have a physical keypad, and do not use the touch screen for numeric entry. This document describes the touch screen approach; for devices with a physical keypad, use the keypad for numeric entry instead.

Network specifications

You must meet the following network specifications:

- Cellular network subscription
- Cellular Internet access

Configuring the data connection and verifying cellular Internet access

1. On the mobile device Main menu, choose **Start, Settings.**
2. Select the **Connections** tab**.**
3. Enter the correct parameters, such as access point, user name, and password.
4. Select **Start, Internet Explorer** to verify data connection.

Cellular data plan usage

Figure 4 "Cellular data plan usage" on page 15 shows the approximate data usage for various Avaya 3100 MC - Client functions.

Table 4: Cellular data plan usage

Command	Approximate Bytes
Login	1000
Logout	900
Call screening mode change	800
Incoming call notification	800
Incoming call answer	900
Outgoing call (Call-me-First)	1000
Outgoing call (Direct)	1000
MWI Update	500
Client polling (every 270 seconds)	700

Sample calculation

Use the following assumption for a Avaya 3100 MC - Client user:

- 5 logon or logout attempts per day.
- 3 calls per hour (2 inbound, 1 outbound) within an 8 hour workday.

- 5 message waiting indicator updates per day.

The following calculation shows data usage per month, assuming 20 work days per month:

Logon and logout attempts

((5 * 1000) + (5 * 900)) * 20 = 190 000 bytes

3 calls per hour (2 inbound, 1 outbound) during an 8 hour day

((2 * 800) + (2 * 900) + 1000) * 8 * 20 = 704 000 bytes

5 message waiting indicator updates

500 * 2 = 10 000 bytes

Client polling (every 270 seconds or 13.3 an hour)

13.3 * 700 * 24 hours * 30 days = 6 703 200 bytes

The sum of cellular data used per month is:

190 000 + 704 000 + 10 000 + 6 703 200 = 7 607 200 bytes.

Subscriber Identity Module (SIM) card

You can change the subscriber identity module (SIM) card in your device. As long as the new SIM card supports a data connection, the device sends the telephone number associated with the SIM to the Avaya 3100 Mobile Communicator Gateway during the log on process. You continue to make and receive calls without changing your client configuration. People calling you do not dial different telephone numbers when you change SIM cards.

Battery life

The battery life of your Avaya 3100 MC - Client device will vary, depending on the amount of use. While operating in standby mode, you can expect 24 hours standby time while connected to a 2G network, and 10 hours standby time while connected to a 3G network.

Standby mode is only available with Pocket PCs. Smartphones are either on or off.

Standby mode saves power in the following ways:

- WiFi and Bluetooth connections are disabled.
- Device backlight, touchscreen, and audio are off.
- Programs are disabled and CPU activity is reduced.

You can receive cellular and Short Message Service (SMS) calls in standby mode, and programs that are scheduled at a particular time will reactivate the device.

The Avaya 3100 MC - Client for Windows Mobile configuration can impact the operation of standby mode. For example, if you enable the Device Standby option in the Advanced Settings menu, both the WiFi and cellular radios will remain switched on when the device goes into standby mode.

There are many factors that affect battery life. If you have devices for which you do not get the above standby time, then contact Avaya Support to discuss the scenario.

Installing Avaya 3100 MC - Client for Windows Mobile

This section contains the following topics:

- **“Installing or upgrading Avaya 3100 MC - Client for Windows Mobile” on page 18**
- **“Uninstalling Avaya 3100 MC - Client for Windows Mobile” on page 21**
- **“Obtaining the Log file” on page 22**
- **“Modifying the Microsoft ActiveSync settings” on page 22**
- **“Determining the Avaya 3100 MC - Client for Windows Mobile software version” on page 23**

This section provides the procedures you can use to install, upgrade, and uninstall Avaya 3100 Mobile Communicator - Client (Avaya 3100 MC - Client) for Windows Mobile on a supported mobile device. You can install or upgrade Avaya 3100 MC - Client for Windows Mobile using your computer or through the over the air download.

Using your computer, you add the software to your computer, connect your computer to your Windows Mobile device with a Universal Serial Bus (USB) cable, and then install the software using the Desktop Manager.

Using the over the air download, you open a Web browser on your Windows Mobile device, access a Web site that lists the available software loads, and then select and install the appropriate software for your device. This method requires a Windows Mobile cellular data plan.

Installing or upgrading Avaya 3100 MC - Client for Windows Mobile

Install or upgrade Avaya 3100 MC - Client for Windows Mobile using one of the following methods:

- **“Installing or upgrading from a computer” on page 18**
- **“Installing the software over the air” on page 19**
- **“Upgrading the software over the air” on page 20**
- **“Performing an upgrade for a major release” on page 20**

Consult with your system administrator for the preferred installation or upgrade method.

Note 1: Disable sleep mode before you start the installation.

Note 2: Before beginning the installation, ensure that your device has at least 10 MB of free hard drive space. If not, you will have to quit the installation to free up additional space. You can add more space by deleting unnecessary files or reducing the size of the Internet Explorer Mobile cache.

Note 3: If you are upgrading from an earlier major release, you must perform an initial software installation, not an upgrade. After the installation, update the Server IP/Host address on the Login Information screen if instructed to do so by your system administrator. For more information, see **“Performing an upgrade for a major release” on page 20**

Installing or upgrading from a computer

You can use your desktop PC or laptop computer to install or upgrade your Avaya 3100 MC - Client software. Download the software to your computer, connect your computer to the mobile device with a USB cable, and then install the software by using Microsoft ActiveSync.

To verify that the data connection between Avaya 3100 MC - Client for Windows Mobile, and Avaya 3100 Mobile Communicator Gateway is established, see **“Data connection between Avaya 3100 MC - Client for Windows Mobile and Avaya 3100 MC Gateway” on page 77**.

See **Table 5 "Software files" on page 18** to choose the software for your mobile device.

Table 5: Software files

OS	Form factor	Software file
WM6	Professional	DesktopInstall-MCC3100-en-WindowsMobile6-Professional-single.zip
WM6	Standard	DesktopInstall-MCC3100-en-WindowsMobile6-Standard-single.zip
WM6	Professional	OTAInstall-MCC3100-en-WindowsMobile6-Professional-single.zip
WM6	Standard	OTAInstall-MCC3100-en-WindowsMobile6-Standard.single.zip

Installing or upgrading the software from a computer

1. Before starting, obtain the URL for the Web Administration Console User Portal from your administrator.
2. If Avaya 3100 MC - Client for Windows Mobile is currently installed and running, select **Menu, Exit**.
3. On your computer, open a Web browser.
4. In the address field, input the User Portal URL.

   For example:
   http://<IP address or hostname>:8282/adminserver/userportal.html
   https://<IP address or hostname>:8553/adminserver/userportal.html
5. Use the controls to locate the software file to be installed and click **Download**.
6. Click **Save**, navigate to the folder where you want to store the software file on your computer, and click **Save**.
7. Connect the mobile device to your computer with a USB cable.
8. Start Microsoft ActiveSync on your computer.
9. Locate the software file on your computer.
10. Double-click the software executable file and click **Run**.
11. On the Setup Wizard, click **Next**.
12. Accept the license agreement and click **Next**.
13. Select a Destination Location folder and click **Next**.
14. Select a Start Menu folder and click **Next**.
15. Click **Install** to begin the installation on your computer.
16. If you are prompted to reinstall or upgrade the application, click **Yes**.
17. Click **OK**.
18. Click **Finish**.
19. On your device, if prompted, select **Yes** to allow the software to be installed on the mobile device.
20. On your device, if prompted, select **OK** to install the new version of the application on the mobile device.
21. Select the licensing and security boxes that appear during the installation.

    The software installation proceeds on the mobile device.
22. Complete all other installation tasks, for example, the installation of a security certificate, if directed by your system administrator.

Installing the software over the air

With this method, you maintain Avaya 3100 MC - Client software directly from your Windows Mobile device using a wireless (over the air) connection to the Internet. To complete the initial installation, you open a Web browser on your Windows Mobile device, access the software Web site, and then download and install the software. To do an upgrade, select a menu option from the application.

When you perform an over the air software installation, software that matches your device operating system, features, and language, is recommended. You can accept the recommendation or select different software. For more information, see **“Language support” on page 10**.

See **Table 5 "Software files" on page 18** to select the software for your mobile device.

Installing (initial) the software over the air

1. If Avaya 3100 MC - Client for Windows Mobile is currently installed and running, select **Menu, Exit.**
2. On the mobile device, open an Web browser (Internet Explorer Mobile is recommended)**.**
3. Use the following address format to access the software web site:

   http://<hostname or IP address>:8080/m

   OR

   https://<hostname or IP address>:8443/m

   Note: Ask your system administrator for the correct hostname and port settings.

4. Do one of the following:

- Select the **Installable** link to install the recommended software.
- To install different software, select **All other software for your platform,** scroll to a load, and select the **Installable** link.

5. In the Download dialog box, select the **Open file after download** check box and click **Yes**.
6. If prompted, select **Yes** to allow the software to be installed on your Windows mobile device.
7. If prompted, select **OK** to install the new version of the application on your Windows mobile device.
8. Select the licensing and security boxes that appear during the installation.

   The software installation proceeds on your Windows mobile device.

9. Complete all other installation tasks, for example, the installation of a security certificate, if directed by your system administrator.

Upgrading the software over the air

If you are upgrading from a previous release, you must perform an over the air initial installation (see **"Installing the software over the air" on page 19**) and then update the Server IP/Host address on the Login Information pane if instructed to do so by your system administrator.

1. Start the application and log on.
2. Select **Menu, Help, Software Upgrade**.

   A Web browser opens and the software download site appears.

3. Do one of the following:

   — To install the recommended software, select the **Installable** link.

   — To install other software, select **All other software for your platform**, scroll to the software, and select the **Installable** link.

4. In the Download dialog box, select the **Open file after download** check box and click **Yes**.
5. At the prompt, select **Yes** to install the software on your Windows mobile device.
6. Select **OK** to install the new version of the application on your device.
7. Select the licensing and security boxes that appear during the installation.

   The software installation proceeds on your mobile device.

Performing an upgrade for a major release

Follow this procedure to upgrade from one major release to another.

Upgrading Avaya 3100 MC - Client for a major release

1. Record your configuration in the following table.

Table 6: Upgrade configuration parameters

Parameter	Value
Login Name	
Login Password	
Primary Server IP/Host	
Primary Server Port	
Connection Type	
Mobile Phone Number	

2. Uninstall the current version of the software using **“Uninstalling Avaya 3100 MC - Client for Windows Mobile” on page 21**
3. Install the new version of the client using the instructions in **“Installing or upgrading from a computer” on page 18** or **“Installing the software over the air” on page 19**.
4. Follow **“Initial configuration” on page 25**, using the information in **Figure 6 "Upgrade configuration parameters" on page 21**.

Uninstalling Avaya 3100 MC - Client for Windows Mobile

This section describes how to remove Avaya 3100 MC - Client for Windows Mobile from your mobile device and from your personal computer.

Removing Avaya 3100 MC - Client for Windows Mobile from your mobile device

1. From Avaya 3100 Mobile Communicator for Windows Mobile main window, select **Menu, Exit**.

   The Avaya 3100 Mobile Communicator for Windows Mobile stops.
2. On the mobile device, select **Start, Settings**.
3. Select the **System** tab.
4. Click **Remove Programs**.

   The Remove Programs pane appears.
5. Select **Avaya 3100 MC - Client** on the Programs in storage memory list.
6. Click **Remove**.
7. Click **Yes** and follow the prompts to remove the application software.
8. On the mobile device, select **Start, File Explorer, My Device Program Files**.
9. Delete the **Avaya** folder.

Removing the Avaya 3100 MC - Client for Windows Mobile installation directory and files from the computer

1. On the computer, select **Start, Settings, Control Panel, Add or Remove Programs**.
2. Select **Avaya 3100 MC - Client vx.x.**

3. Click **Remove**.
4. Click **Yes** and follow the prompts to remove the Avaya 3100 MC - Client for Windows Mobile installation directory and files.

Obtaining the Log file

The Avaya 3100 MC - Client includes a log of application activity that can be used for debugging purposes.

Obtaining the log file

1. Connect the mobile device to your computer with a USB cable.
2. Start Microsoft ActiveSync on your computer.
3. Select **Tools, Explore Device, My Windows-Mobile Based Device, Program Files, Avaya, Avaya 3100 MC - Client**.
4. Copy the log file (Avaya 3100 MC - ClientHostLog.txt) to your computer.
5. Forward the log file to Avaya product support for analysis.

Modifying the Microsoft ActiveSync settings

ActiveSync is a computer-based synchronization program developed by Microsoft. You can use it to install and upgrade the Avaya 3100 MC - Client software and allow data to be transmitted over the USB connection while the device is cradled.

Configuring the ActiveSync settings

1. Connect the mobile device to your computer with a USB cable.
2. Start Microsoft ActiveSync on your computer.
3. Select **File, Connection Settings** and configure the fields using the information in **Table 7 "Connection settings fields" on page 22** as a guide.

Table 7: Connection settings fields

Field	Description
Show Status Icon in Toolbar	Select this check box to display the ActiveSync status icon in the Windows toolbar.
Allow USB connections	Select this check box to allow the mobile device to be connected to the computer using ActiveSync.
Allow connections to one of the following:	Select other connection methods (if desired). • COMx • DMA

Table 7: Connection settings fields

Field	Description
This computer is connected to:	Specify how the computer connects: • **Automatic**: select this option to allow ActiveSync to automatically select the connection type. • **Work Network**: select this option if you are connecting to the network while you are at work. • **The Internet**: select this option if you are connecting to the network while you are out of the office (for example, at home).
Open ActiveSync when my device connects	Select this check box for ActiveSync to start automatically when the mobile device is connected to the computer.
Allow wireless connection on device when connected to the desktop (WM 6.0 only)	Select this check box to allow wireless network connections to be maintained while the mobile device is cradled. If this check box is cleared, the connections are disabled while the device is cradled. ***Note:*** If this check box is cleared, you can still establish a network connection. While the device is cradled, log off the network and log on again. Data traffic is transmitted over the USB connection. Data traffic includes signaling, presence updates, and instant messages only.

4. Click **OK**.

   Note: For detailed, up-to-date instructions on how to use Microsoft ActivSync, consult the documentation provided with your Windows Mobile device.

Determining the Avaya 3100 MC - Client for Windows Mobile software version

You can check the software version for the Avaya 3100 MC - Client for Windows Mobile on the About pane.

Checking the software version

1. Choose **Menu, Help, About**. The Avaya 3100 MC - Client for Windows Mobile version screen appears.
2. The software version appears at the top of the pane.

Configuring Avaya 3100 MC - Client for Windows Mobile

This section contains the following topics:

- **"Initial configuration" on page 25**
- **"Advanced Configuration settings" on page 27**

Initial configuration

The first time you start Avaya 3100 MC - Client for Windows Mobile, you are prompted to enter your basic log on information and then log on to the system. After you log on, additional configuration settings are automatically downloaded from the Avaya 3100 Mobile Communicator Gateway and you can begin using the Avaya 3100 MC - Client.

Completing the initial configuration of the Avaya 3100 MC - Client

1. Obtain your basic logon settings from your system administrator.
2. Connect your Windows mobile device to the cellular network.
3. On your Windows mobile device, select **Start, Programs, Mobile Console**.

   The Login information pane appears.
4. Complete the fields using the information listed in **Table 8 "Required parameters" on page 25**.

Table 8: Required parameters

Parameter	Description
Login Name	Enter your account user name on the Avaya 3100 Mobile Communicator Gateway
Login Password	Enter your account password on Avaya 3100 Mobile Communicator Gateway.
Primary Server IP/Host	Enter the IP address or fully qualified domain name of the primary Avaya 3100 Mobile Communicator Gateway external network interface. Format: <IP address | FQDN> ***Note:*** Do not enter a complete URL.
Primary Server Port	Enter the port number used for client connections on the primary Avaya 3100 Mobile Communicator Gateway external network interface. The port number varies depending on the connection type. For example, an HTTPS connection typically requires 8443 while an HTTP connection requires 8080.

Table 8: Required parameters

Parameter	Description
Connection Type - use secure connection	Specify the connection type that the Avaya 3100 MC - Client uses when it communications with the Avaya 3100 Mobile Communicator Gateway. • To use a secure HTTPS connection, select the check box. • To use a regular HTTP connection, clear the check box. ***Note:*** If you are using an HTTPS connection, your system administrator may instruct you to install a security certificate on the device using Microsoft ActiveSync.
Mobile Phone Number	Enter your mobile phone number or accept the default value. Recommended number format: +XX YYY ZZZ ZZZZ Where: + = International access code XX = County code YYY = Area code ZZZ ZZZZ = Local number Include the international access code (+) and country code (1) only if you are directed to by your system administrator. Your mobile phone number is your default contact number for both outgoing and incoming calls. If you want to use another number for this purpose, such as your home or office number, you must configure it on the Owner information screen (see **"Owner Information settings" on page 33**).

5. Click **Done**.

   The Avaya 3100 MC - Client logs on to the system.

   — If logon is successful, the remainder of your configuration settings are automatically downloaded and you can begin using the Avaya 3100 MC - Client. The next time you log on, you will go directly to the Main pane.

   — If logon is unsuccessful, the Login information panel remains in focus, so that you can check your settings.

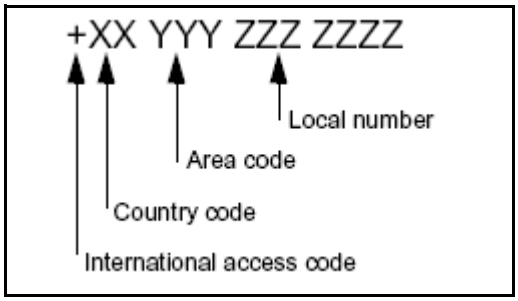
   Note 1: If you are using a GSM device, your service provider may require you to configure an Access Point Name (APN), username and password under Connections.

   Note 2: Before updating the Login Information panel, you must first log out of the system. For more information about logging off, see **"Logging on and logging off" on page 37**.

   Note 3: Avaya recommends that the Outgoing Call Service DN includes the international access code (+) and your country code as part of the number to facilitate roaming, add for example +1 613 123

1111. For the recommended phone number format, see **Figure 1 "Recommended telephone number format" on page 27**.

Figure 1: Recommended telephone number format



Advanced Configuration settings

After you successfully log on, you can customize the performance of your Avaya 3100 MC - Client by updating the advanced settings.

> ***Note:*** Some advanced settings are automatically downloaded from the Avaya 3100 Mobile Communicator Gateway. To determine if you have permission to update these settings, contact your system administrator.

The following configuration settings are available:

- **“Advanced settings” on page 27**
- **“Call settings” on page 29**
- **“Owner Information settings” on page 33**
- **“Buddy Settings” on page 34**
- **“Instant Messaging settings” on page 35**

Advanced settings

Use the Advanced pane to manage your connection with the Avaya 3100 Mobile Communicator Gateway.

Configuring the Advanced settings

1. Select **Menu, Logout**.
2. Select **Menu, Options, Advanced**.
3. Complete the fields using the information in **Table 9 "Advanced pane fields" on page 27** as a guide.

Table 9: Advanced pane fields

Field	Description
Secondary server IP/ Host	Enter the IP address or hostname of the secondary Avaya 3100 Mobile Communicator Gateway external network interface. ***Note:*** This setting is automatically downloaded from the Avaya 3100 Mobile Communicator Gateway and should not need to be updated. Contact your system administrator for details.

Table 9: Advanced pane fields

Field	Description
Secondary server port	Enter the port number used for client connections on the secondary Avaya 3100 Mobile Communicator Gateway external network interface. For example, enter 8443 for HTTPS or 8080 for HTTP. ***Note:*** This setting is automatically downloaded from the Avaya 3100 Mobile Communicator Gateway and should not need to be updated. Contact your system administrator for details.
Connection Type	Select the type of client connection: • To use a secure HTTPS connection, select the check box. • To use a regular HTTP connection, clear the check box. ***Note:*** This setting is automatically downloaded from the Avaya 3100 Mobile Communicator Gateway and should not need to be updated. Contact your system administrator for details.
Keep-Alive Messages - Send pings over data channel	If you experience a delay before you receive notification of incoming calls, instant messages, and presence updates, select this check box. By sending frequent keep-alive messages, the application maintains a connection to the Avaya 3100 Mobile Communicator Gateway and ensures that you receive notification in a timely fashion. ***Note:*** Enabling this feature increases power consumption and reduces battery life.
Connection Timeout (sec)	If you fail to receive some of your incoming calls, instant messages, and presence updates, reduce the Connection Timeout interval. Increase the interval to improve battery life. The valid range is 0 to 600 seconds (default is 270 seconds).

Table 9: Advanced pane fields

Field	Description
Device Standby - Enable	If this check box is selected, your Windows mobile device enters standby mode whenever it is switched off (the power button is pressed or the activity timer expires). In standby mode, the backlight, touchscreen and audio are off, but the system remains active and the Avaya 3100 MC - Client can still receive calls and messages. If you clear this check box, your Windows mobile device powers down and is unable to receive calls and messages. You can save power by turning off your device, yet still be able to use the Avaya 3100 MC - Client when necessary. Enabling this feature also allows you to turn the device off, if it is online.
Device Standby - Turn WiFi radio off is WiFi lost for < x > minutes	Specify the length of time (1 to 120 minutes) that the device must remain unregistered on the WiFi network before the WiFi radio is turned off. Enabling this feature saves power when you are outside of WiFi range, such as when you are traveling or at home.
Device Standby - Turn device off if offline for <x> minutes	You can specify the length of time (from 1 to 120 minutes) that the Avaya 3100 MC - Client must be offline, either because you are logged off or the Avaya 3100 Mobile Communicator Gateway is unreachable, before the device enters standby mode. In standby mode, most functions are turned off, but the Avaya 3100 MC - Client can still receive calls and messages. Enabling this feature saves power when you are outside cellular range (offline), for example, when you are in a remote geographic area or in an elevator.

4. Select **Done**.

Call settings

Use the Call Settings pane to configure your call screening mode, network roaming mode (if applicable), and default prefixes.

Configuring your call settings

1. Select **Menu, Logout**.

2. Select **Menu, Options, Call settings**.
3. Complete the fields using the information in **Table 10 "Call Settings pane fields" on page 30** as a guide.

Figure 2: Call settings pane fields

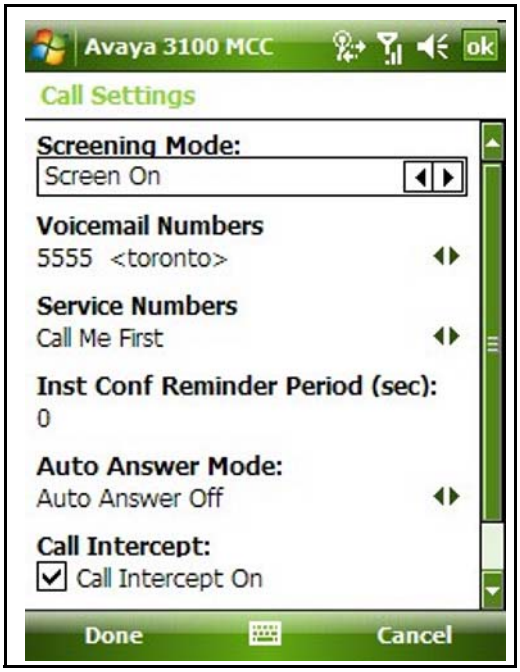


Table 10: Call Settings pane fields

Field	Description
Screening Mode	Use the select box controls to select a call screening mode: • Screen On (default): When call screening is enabled, you decide how to handle your incoming calls on a call-by-call basis. When you receive an incoming call, you can select one of the following options: — Accept the call on your mobile device. — Redirect the call to one of your alternate contact numbers. — Decline the call. • Screen Off: When call screening is disabled, incoming calls automatically direct to your mobile device, where you can answer them. The Call screening mode interacts with the auto answer feature. For more information, see **"Auto Answer Mode" on page 31**.

Table 10: Call Settings pane fields

Field	Description
Voicemail Number	The list of valid voice mail service numbers used to access the voice mail in your Enterprise is downloaded automatically from the Avaya 3100 Mobile Communicator Gateway after your initial configuration. You can select from the list, as specified by your administrator, or simply select the number as tagged for your office or region.
Service Number	The list of valid, regional service numbers for Direct Outbound mode calling is downloaded automatically from the Avaya 3100 Mobile Communicator Gateway after your initial configuration. You can select from the list as specified by your administrator, or select the number as tagged for your office or region. ***Note:*** To use Direct Outbound mode, your cellular caller ID must be publicly visible.
Instant Conf Reminder Period (sec)	Program the Instant Conference reminder period in seconds. This parameter controls how often the Avaya 3100 MC - Client for Windows Mobile prompts you to join a conference after you receive the initial invitation and selected Join Later.
Auto Answer Mode	Use the select box controls to specify how your incoming calls are handled: • Auto Answer Off (default): If auto answer or call screening is off, you must manually answer your call on the native phone of the device. • Auto Answer On: If both auto answer and call screening are on, calls that you accept on the local device are automatically answered by the native phone. A missed call record may appear in the native dialer.
Call Intercept	• On (default): All calls placed from the device (from the native dialer or the Avaya 3100 MC - Client) are routed through the Avaya 3100 Mobile Communicator Gateway. Your Enterprise calling line identification will be viewed by the other party. • Off: Calls placed from the native dialer are not routed through the Avaya 3100 Mobile Communicator Gateway. Your cell phone number will be viewed by the other party.

Table 10: Call Settings pane fields

Field	Description
Keyboard Mapping	Configure the Keyboard (alpha to digit) map if the device has a hardware keyboard that does not include a dedicated number pad. The map facilitates the dialing of telephone numbers and symbols using the keyboard alpha-numeric keys. Configure the map in the following order (without spaces): 0 1 2 3 4 5 6 7 8 9 * # + For example, if 1 is located on the same key as Y, enter Y as the second character of the map. On an HTC Titan II device, the complete map would be entered as .yuihjkbnmvtg. ***Note 1:*** On some devices, such as the HTC S6x0 smartphone, zero is located on the tab key. In this case, use the caret (^) to represent tab. ***Note 2:*** If you do not configure the map, you must select the shift or function key to dial a number or select a symbol with the device hardware keyboard. ***Note 3:*** You must program the Alpha to Digit map for HTC S6x0 smartphones. Otherwise, you experience problems dialing numbers with the Avaya 3100 MC - Client for Windows Mobile.

4. Select **Done**.

Owner Information settings

Use the Owner Information pane to configure your display name and alternate contact numbers.

Configuring your owner information

1. Select **Menu, Logout.**
2. Select **Menu, Options, Owner Information**.
3. Complete the fields using the information in **Table 11 "Owner Information pane fields" on page 33** as a guide.

Figure 3: Owner Information setting

Table 11: Owner Information pane fields

Field	Description
First Name	Enter your first name.
Last Name	Enter your last name.
Display Name	Enter the name that appears in the Status pane of the main pane.
Desk Extension	Enter your business extension number if different from your logon name. You can direct a call to this contact number when you call someone using the Call From menu option.

Table 11: Owner Information pane fields

Field	Description
Home Phone Number	Enter your home number. You can direct a call to this contact number when: • you call someone using the Call From menu option • you receive an incoming call and call screening mode is enabled
Custome1 Number	Enter your first custom number, such as a temporary business number. You can direct a call to this contact location when: • you call someone using the Call From menu option • you receive an incoming call and call screening mode is enabled
Custom2 Number	Enter your second custom number, such as a temporary business number. You can direct a call to this contact location when: • you call someone using the Call From menu option • you receive an incoming call and call screening mode is enabled

4. Select **Done**.

Buddy Settings

Use the Buddy pane to manage presence update behavior for your mobility-enabled buddies (mobile client users on the same system).

Reviewing and configuring your Buddy settings

1. Select **Menu, Logout**.
2. Select **Menu, Options, Buddy**.
3. Complete the fields using the information in **Table 12 "Buddy Settings pane fields" on page 35** as a guide.

Figure 4: Buddy settings

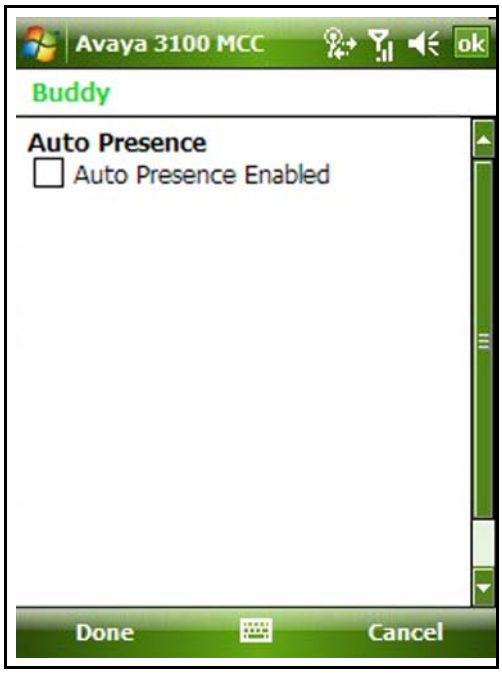


Table 12: Buddy Settings pane fields

Field	Description
Auto Presence Enabled	Select this check box to have the Avaya 3100 MC - Client receive automatic presence notifications from mobility enabled buddies when their status changes. ***Note:*** Auto Presence Enabled uses extra airtime and reduces battery life if the Avaya 3100 MC - Client for Windows Mobile connects to the network for every status update.

4. Select **Done**.

Instant Messaging settings

Use the Instant Messaging pane to review and program your instant message alert settings.

Reviewing and configuring your Instant Message settings

1. Select **Menu, Logout**.
2. Select **Menu, Options, Instant Messaging**.
3. Complete the fields using the information in **Table 13 "Instant Messaging pane fields" on page 36** as a guide.

Figure 5: Instant Messaging settings

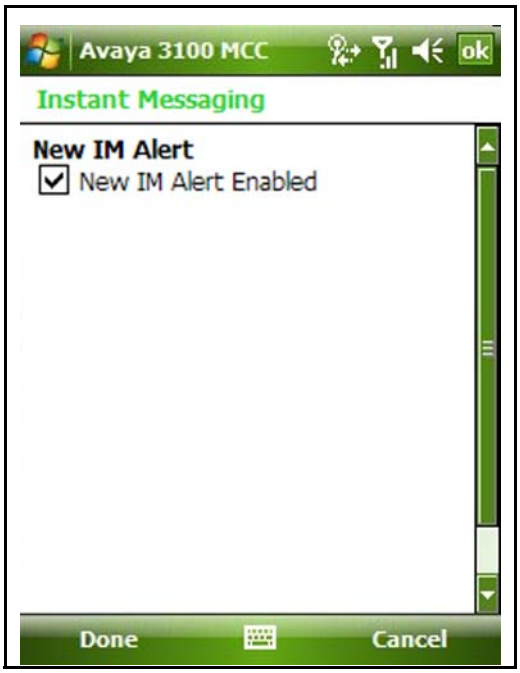


Table 13: Instant Messaging pane fields

Field	Description
New IM Alert	If this check box is selected and you receive a new instant message, the New IM Alert appears allowing you to ignore the message or to reply to it. If you choose to ignore the message, you can review it later in the IM Session. If this box is clear and you receive a new instant message: • I you are on a read-only pane, the IM Sessions pane appears. • If you are on a data input pane, no alert appears, and the message is added to the IM Session pane.

4. Select **Done**.

Operating Avaya 3100 MC - Client for Windows Mobile

This section contains the following topics:

- **"Starting and exiting" on page 37**
- **"Logging on and logging off" on page 37**
- **"Hiding Avaya 3100 MC - Client for Windows Mobile" on page 39**
- **"Overview of the main pane" on page 40**
- **"Navigating panes" on page 41**
- **"Call Alert mode and Phone Volume" on page 43**
- **"Native dialpad" on page 43**

Starting and exiting

This section describes how to start and exit the Avaya 3100 MC - Client application.

Starting Avaya 3100 MC - Client for Windows Mobile

1. On the mobile device, select **Start, Programs, Avaya 3100 MC - Client**.

   The splash pane appears.

   Note: The first time you start Avaya 3100 MC - Client for Windows Mobile, a warning pane appears. Select **Yes** to run the application.

   After the application starts, the Main pane appears.

2. Enter your configuration settings if prompted. For more information about configuring Avaya 3100 MC - Client for Windows Mobile, see **"Initial configuration" on page 25**.

   Note: Startup time and ongoing performance of the Avaya 3100 MC - Client is dependent on the system resources that are currently available.

Autostarting Avaya 3100 MC - Client for Windows Mobile

If you turn off your device while Avaya 3100 MC - Client for Windows Mobile is running, the application will automatically start when you turn the device on.

Exiting Avaya 3100 MC - Client for Windows Mobile

Under usual circumstances, there is no need to exit the Avaya 3100 MC - Client. You can leave the application running for the entire time that your device is turned on. However you must exit before installing or upgrading from a computer or if you are uninstalling the software.

To exit Avaya 3100 MC - Client for Windows Mobile, select **Menu, Exit** from any pane.

Logging on and logging off

You may wish to log off the system but leave the application running. Once logged off, you can easily log on again.

Logging on

1. To log on, select **Menu, Login**.

   The Login status indicator changes to *Online*.

Logging on while the Avaya 3100 MC - Client device is cradled

Depending on how Microsoft ActivSync is configured, you may lose wireless network connectivity when you cradle your device. If this happens, you can reestablish a connection by logging off and logging on again. Your data traffic is then transmitted over the USB connection. To reconnect to the wireless networks after uncradling your device, log off and then log on.

You can change the settings that control network connectivity while the device is cradled. For more information, see **"Modifying the Microsoft ActiveSync settings" on page 22**.

Logging off

1. To log off, select **Menu, Logout**.

   The Login status indicator changes to *Offline*. Avaya 3100 MC - Client for Windows Mobile remains active when you are logged off. To exit the application, see **"Starting and exiting" on page 37**.

Figure 6: ogoff status indicator

Turning off auto-login

At startup, the Avaya 3100 MC - Client attempts to automatically log on to the system. This process is repeated until log on is successful.

You can turn off the autologin feature if you do not know your configuration settings, or if you do not want to be connected to the system.

Turning off autologin

1. Select **Menu, Stop Auto Login** while the Avaya 3100 MC - Client for Windows Mobile is attempting to log on.

The Avaya 3100 MC - Client for Windows Mobile stops attempting to log on to the system. The auto-login feature is reenabled the next time you log on.

Log on status messages

Various status messages display as the Avaya 3100 MC - Client attempts to log on to the system. Message urgency is indicated by colored icons:

- Blue icon—For information purposes only. No corrective action is required.
- Yellow icon—Warning. You may need to reconfigure the application or device settings.
- Red—Error. Before you can log on to the system, you must reconfigure the application or device settings.

Hiding Avaya 3100 MC - Client for Windows Mobile

To use another application, you can temporarily hide Avaya 3100 MC - Client for Windows Mobile.

Hiding Avaya 3100 MC - Client for Windows Mobile

1. From the Avaya 3100 MC - Client for Windows Mobile screen menu, select the **Minimize (x)** icon.

Avaya 3100 MC - Client for Windows Mobile does not appear, but remains running in the background. When you access Avaya 3100 MC - Client for Windows Mobile again from the mobile device main menu, you return to the last screen you used.

Overview of the main pane

After you configure Avaya 3100 MC - Client for Windows Mobile (see **"Initial configuration" on page 25**), the Main pane appears whenever you start the application. The Main pane provides access to the full functionality of the Avaya 3100 MC - Client for Windows Mobile.

Main pane components

Phone pane

Access the Phone pane to place calls or to manage telephony features such as call hold and call transfer.

Buddy List pane

The Buddy List pane provides a complete list of the people you add to the Avaya 3100 MC - Client for Windows Mobile. You can manage your buddies by placing them in groups (for example, sales, finance). You can call a group or a buddy. You can send instant messages (IM) and track the presence status of all of your buddies that are mobility-enabled. A mobility-enabled buddy is an Avaya 3100 MC - Client user with an extension on the same Avaya 3100 Mobile Communicator Gateway system.

Search pane

Use the Search pane to look for people in the corporate directory. You can expand the search to include your local address book on the Windows Mobile device.

Voice Mail pane

Use the Voice Mail pane to determine whether you have new messages in your mailbox, and to call the voice mail system.

History pane

The History pane logs your recent calls, instant messages, and system events. You can sort and filter the entries, and you can select an individual entry to view details or initiate a call. The History pane also provides a missed call indicator.

IM Sessions pane

Use the IM Sessions pane to exchange instant messages with your mobility-enabled buddies.

Instant Conferencing pane

The Instant Conferencing pane contains a list of recent conference activity. Use it to join in-progress Instant Conferences and to reinitiate completed conferences.

My Status pane

Use the My Status pane to configure your presence status on the network.

Other details

The bottom of the Main pane contains the following information:

- Call Screening Mode—Call screening on (magnifying glass), Call Screening Off (check mark).
- Enterprise Connection status—Online, Offline.

Navigating panes

Use the controls on your Windows Mobile device to navigate through panes and menus, enter data, and to select options. Use the left and right buttons to use menu bar commands. Use the START button to open the Start menu.

Controls available depend on the device that you are using (PDA or Smartphone). See **Figure 14 "Device controls and functions" on page 41**.

Table 14: Device controls and functions

Control	Function	PDA	Smart phone
Touchscreen	Tap the screen with the stylus to write, open a menu, or to make a selection.	yes	no
Navigation Control/Enter	Press the multidirectional control up, down, left, or right to move through the menus and program instructions; carry out the selection by pressing the center of this control.	yes	yes
Left and Right soft keys	Press to use the command shown on the screen above the button.	yes	no
Hardware Keyboard	Use the QWERTY-style keyboard just like a computer keyboard.	yes	yes
Tap and Hold	Tap and hold a record or menu item to pop up a shortcut menu.	yes	no
Jog (Thumb) Wheel	Scroll up or down to navigate through menus or program instructions.	Support varies by device.	
OK button	Press to confirm your data entries, or to exit the program in use.	yes	yes
TALK button	Press to start a call, accept an incoming call, or to go to the Phone pane.	yes	yes
END button	Press to end a call, reject an incoming call, or to go to the Main pane.	yes	yes

Note: This user guide describes how to use the Avaya 3100 MC - Client on a Personal Digital Assistant (PDA) that is equipped with a touchscreen. Different navigational options are available on a Smartphone. Refer to your product documentation for more information.

Expanding and collapsing the program panes

To expand a pane, select the expand arrow or soft key, or double-click the title bar.

To collapse a pane, select the collapse arrow or soft key, or double-click the title bar.

Summary and Detail views

Select the left tab button to view summary information on a pane.

To view detailed information on a pane, select the right tab button.

Talk and end buttons

Use the TALK (green) and END (red) buttons to access features. The following table provides information about the green and red buttons when either the Avaya 3100 MC - Client or Windows Mobile is in focus.

Table 15: Operation of TALK and END buttons

Button	Avaya 3100 MC - Client in focus	Windows Mobile in Focus
TALK (green)	• Start a call from: — phone keypad — phone quick dial list — History pane — Search pane — Buddy list — Voice Mail pane • Accept an incoming call. • Change focus to the Phone pane from any other Avaya 3100 MC - Client screen (only if a callable item is not highlighted).	• Start a call from the native dialer. • Accept incoming calls. • Change focus to the native dialer from any other screen.
END (red)	• Terminate an in-progress call. • Reject an incoming call.	• Terminate a call. • Reject a call. • Change focus to the Main screen from any other screen (only if a call is not in progress).

Change the screen orientation

The Avaya 3100 MC - Client can be displayed in different ways depending on the type of screen or touchpanel that you have on your device and how it is oriented.

Rectangular screen

If your device has a rectangular screen or a touchpanel that rotates, the Avaya 3100 MC - Client can be displayed in either portrait or landscape mode. In landscape mode, you must scroll to access some pane components.

Square screen

If your Windows mobile device has a square touchscreen, the Avaya 3100 MC - Client displays in portrait mode at all times, with the following limitations:

- Scrolling is required to access some screen components.
- The integrated numeric keypad is not available on the Call Dialpad pane (use the hardware keyboard instead).

Call Alert mode and Phone Volume

Use the built-in volume controls on the mobile device to adjust:

- call alert mode (ring, vibrate, or off)
- ringer volume
- speaker volume

While Avaya 3100 MC - Client for Windows Mobile is inactive, you can adjust the full range of settings. While Avaya 3100 MC - Client for Windows Mobile is active (you are in a call), you can only adjust the mobile device speaker volume.

Configuring the call alert mode and configuring the mobile device volume

1. In the mobile device status bar, select the **Volume** icon.
2. Select a radio button to set the call alert mode (ringer on, ringer off, or vibrate mode).
3. Use the slider to adjust the mobile device ringer and speaker volume.

Native dialpad

In some circumstances, you can choose to use the native dialpad rather than the Avaya 3100 MC - Client for Windows Mobile to place your calls. For example, if you need to place an emergency 911 call, use the native dialpad.

Using the native dialpad

- Press the green **Talk** button on your mobile device while a Windows mobile screen is in focus. The native dialpad immediately appears.
- Dial an emergency number on the Avaya 3100 MC - Client for Windows Mobile dialpad and select **Call**.

  If the system recognizes the number as an emergency number, the system automatically switches to the native dialer and places the call over the cellular network. If the number is not recognized, select the native dialer and dial the number to place a call.

  Note: Whenever you place a call or use a telephony feature, the native dialpad briefly appears; the Avaya 3100 MC - Client Phone pane then replaces the native dialpad.

Advanced functions

This section contains the following topics:

- **“Placing calls” on page 45**
- **“Calling individuals” on page 46**
- **“Receiving calls” on page 51**
- **“Using the Mid-Call features” on page 52**
- **“Managing buddies” on page 54**
- **“Configuring your Presence Status” on page 59**
- **“Searching for people” on page 61**
- **“Working with Groups” on page 63**
- **“Instant Conferences” on page 65**
- **“Managing instant messages” on page 69**
- **“Tracking IM sessionHistory (Call Logs)” on page 72**
- **“Managing voice mail” on page 75**

Note: Some devices have a physical keypad, and do not use the touch screen for numeric entry. This document describes the touch screen approach; for devices with a physical keypad, use the keypad for numeric entry instead.

Placing calls

Your Avaya 3100 Mobile Communicator Gateway telephone system manages all calls that you place on Avaya 3100 MC - Client for Windows Mobile. Quickly and easily call your coworkers either by selecting them from a Buddy list or by dialing their extension number.

Your office extension is associated with all of your outbound calls, regardless of your location. At any time, use Avaya 3100 MC - Client for Windows Mobile to initiate calls from your desktop telephone, mobile device, or home telephone; the people you call always see the same number.

Call modes

Two call modes are available:

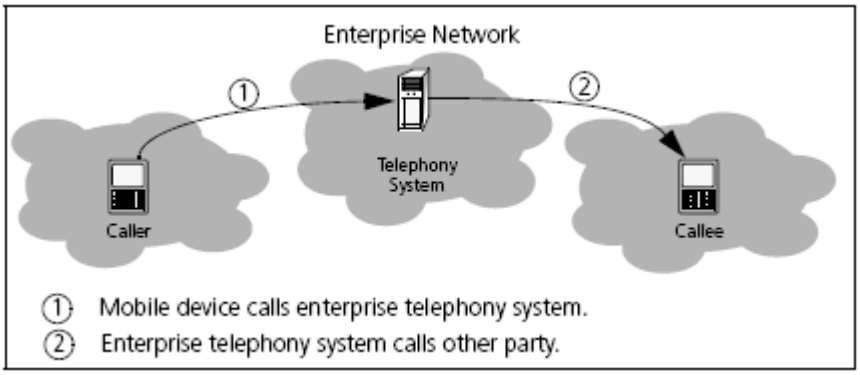
- **“Direct Outbound mode” on page 45**
- **“Call-me-First mode” on page 46**

To use both call modes, you must configure an Outgoing Call Service DN in your Avaya 3100 MC - Client system settings. However, if you do not configure a service number, you can only use the Call-me-First mode. For more information, see **“Owner Information settings” on page 33**.

Direct Outbound mode

In Direct Outbound mode, initiate calls directly from your mobile device to other parties through the enterprise telephony system. For more information, see **Figure 7 "Direct outbound mode." on page 46**.

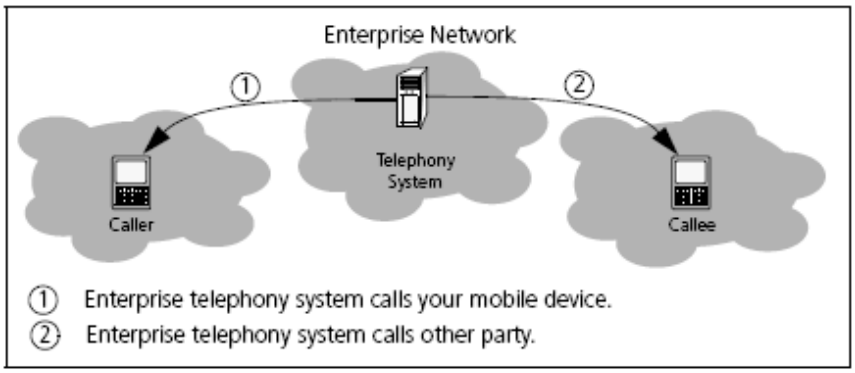
Figure 7: Direct outbound mode.



Call-me-First mode

In Call-me-First mode, your calls are completed in two steps. First, the enterprise telephony system calls you. After you answer, the system calls the other party. See **Figure 8 "Call-me-First mode" on page 46**.

Figure 8: Call-me-First mode



Call Intercept

The Avaya 3100 Mobile Communicator can intercept calls made from the native device dialer, so that calls can go through the Avaya 3100 Mobile Communicator Gateway. Use the Options pane to control the use of the native device dialer. The Options menu displays the status of the feature. Select the Call Intercept entry to toggle the feature.

- When **Call Intercept is on** displays, the Avaya 3100 Mobile Communicator Gateway handles all calls (client of native dialer) made from your Windows Mobile device.
- When **Call Intercept is off** displays, native dialer calls route through your Windows Mobile device without Avaya 3100 Mobile Communicator Gateway interaction.

Calling individuals

The following options are available for calling an individual:

- **“Dialing a number” on page 46**
- **“Calling from the Buddy list” on page 49**

Dialing a number

Place a call by dialing an extension or telephone number.

1. Expand the **Phone** pane.
2. Select **Menu, Input Method, Use Keypad**.
3. Dial the contact extension or Public Switched Telephone Number (PSTN) number.

   Note 1: To enter the plus (+) sign, press and hold the 0 key on the dialpad.

   Note 2: To facilitate dialing, configure the Alpha to Digit map. For more information, see **"Call settings" on page 29**

4. Do one of the following to select your number:

   — To use your mobile number in Direct Outbound mode, press the green call button or select **Menu, Call**.

   — To use your mobile number in Call-me-First mode, select **Menu, Call Me first**, and then select **Call**.

   — To use an alternate number in Call-me-First mode, select **Menu, Call From**, select a number from the list or enter a new number, and then select **Call** from the menu.

   The system places the call.

Figure 9: Phone pane

Redialing a number

Redial the last number that you dialed.

1. Expand to the **Phone** pane.
2. Without selecting a record on the Quick Dial List, select **Menu, Redial**.

   The system places the call.

Calling a number on the Quick Dial list

The Phone pane provides an abbreviated history of your recent call activity in the Quick Dial List.

1. Expand the **Phone** pane.
2. Select **Menu, Input Method, Use Quick Dial List**.
3. Scroll through the Quick Dial List and highlight a record.
4. If required, enter a dialing prefix to the entry.
5. Do one of the following to select your number:

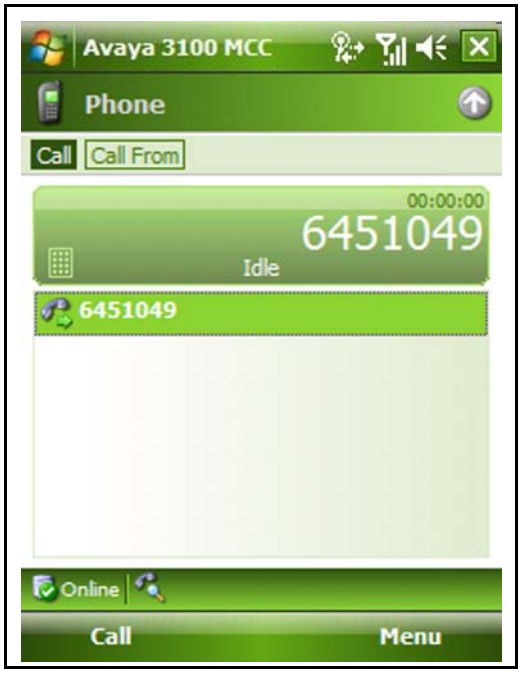
   — To use your mobile number in Direct Outbound mode, press the green call button or select **Menu, Call**.

   — To use your mobile number in Call-me-First mode, select **Menu, Call me First**, and select **Call** from the menu.

   — To use an alternate number in Call-me-First mode, select **Menu, Call From**, select a number from the list or enter a new number, and then select **Call** from the menu.

   The system places the call.

Figure 10: Calling from quick dial listPlacing an emergency call



When you dial an emergency number (for example, 911 or 112), the Avaya 3100 MC - Client switches to the Windows Mobile native phone and the call is placed over the cellular network.

No additional configuration is required to access this functionality. The Avaya 3100 MC - Client automatically receives a list of valid emergency numbers from the Avaya 3100 Mobile Communicator Gateway.

Dialing an emergency number

1. Ensure that the cellular connection is active.
2. Expand the Phone pane.
3. Select **Menu, Input Method, Use Keypad**.
4. Dial the emergency number (for example, 911).
5. Press the green Call button, or select **Menu, Call**.

The native phone appears and the system places the call on the cellular network.

CAUTION
If the native phone does not appear, hide or close the Avaya 3100 MC - Client, press the green Call button on your device, and redial the emergency number in the native phone.

Calling from the Buddy list

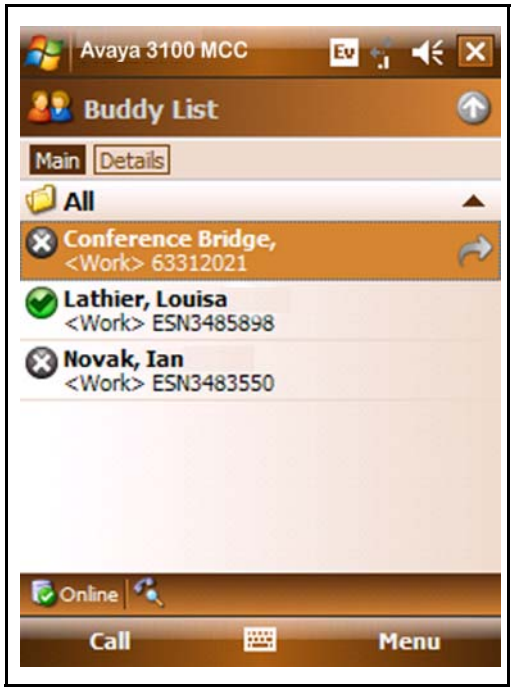
When you place a call from the Buddy List, you can select a buddy and use any of the buddy's configured telephone numbers.

Calling a buddy

1. Expand the **Buddy List.**
2. Scroll to and highlight the buddy you want to call.
3. Select **Menu, Call <destination_number>**.
4. Enter a prefix before the number, if required.
5. Do one of the following to select your number:
   - To use your mobile number in Direct Outbound mode, press the green call button or select **Menu, Call**.
   - To use your mobile number in Call-me-First mode, select **Menu**, **Call Me first**, and then select **Call**.
   - To use an alternate number in Call-me-First mode, select **Menu, Call From**, select a number from the list or enter a new number, and then select **Call** from the menu.

   The system places the call.

Figure 11: Calling from buddy list



Calling from the History or Search panes

You can place calls from the History or Search panes.

1. Expand the History or Search panes.
2. Search and highlight the contact that you want to call.
3. Select **Menu, Call <number>**.
4. Enter a prefix before the number, if one is required.
5. Do one of the following to select your number:
   - To use your mobile number in Direct Outbound mode, press the green call button or select **Menu, Call**.
   - To use your mobile number in Call-me-First mode, select **Menu, Call Me first**, and then select **Call**.
   - To use an alternate number in Call-me-First mode, select **Menu, Call From**, select a number from the list or enter a new number, and then select **Call** from the menu.

   The system places the call.

Calling from the native address book

1. Navigate to the **Contacts** application.
   OR
   Select **Start**, **Contacts**.
2. Scroll to the entry for the person to call.

3. Select and hold the **Select** button.
   OR
   Tap and hold the screen.

   The contact menu appears.

4. Select to **Call Work**, **Home or Mobile with Avaya 3100 MC - Client**.

   The number appears in the Avaya 3100 MC - Client for Windows Mobile.

5. Enter a prefix before the number if one is required.

6. Do one of the following

   — To use your mobile number in Direct Outbound mode, press the green call button. Alternatively, select **Menu**, **Call**.

   — To use your mobile number in Call-me-First mode, select **Menu**, **Call me first**, and then select **Call**.

   — To use an alternate number in Call-me-First mode, select **Menu**, **Call From**, select a number, or enter a new number, and then select **Call**.

   The system sets up the call.

Receiving calls

After you log on, you can receive voice calls from any pane of the Avaya 3100 MC - Client for Windows Mobile. You can receive and accept incoming calls even if the device is Personal Identification Number (PIN) locked. The manner in which the calls are handled depends on how you have configured your Call Screening:

- Call Screening Enabled: When an incoming call comes in, you receive a pop up alert requesting that you accept or decline the call.

  — If you click accept, your phone rings. If you do not answer the call, the call goes to your cellular voice mail system.

  — If you click decline, the call goes to your Enterprise voice mail system.

- Call Screening Disabled: Incoming call handling depends on your system configuration as configured by your system administrator.

  — If cellular voicemail avoidance is enabled, you hear a prompt to accept the call by pressing pound (#). If you press #, the call is established. If you do not press #, the call goes to your Enterprise voice mail system.

  — If cellular voicemail avoidance is disabled, the incoming call rings. If you do not answer the call, it may go to Enterprise voice mail or it may go to cellular voicemail.

  Note: Remember to check both voice mail systems for messages.

For more information on configuring Call Screening, see **“Call settings” on page 29**.

Device handoff

Device handoff requires a Handoff key on your desktop telephone. If you do not have this key configured, contact your system administrator.

The Avaya Communication Server 2100 does not support the Device handoff feature.

Moving a call from the desktop telephone to the Avaya 3100 MC - Client

You can move a call from your desktop telephone to the Avaya 3100 MC - Client.

1. While a call is connected on the desktop telephone, press the **Handoff** key.
2. Answer the call on the Avaya 3100 MC - Client.
3. Hang up your desktop telephone.

Moving a call from the Avaya 3100 MC - Client to the desktop telephone

You can move a call from your Avaya 3100 MC - Client to your desktop telephone.

1. While a call is connected on the Avaya 3100 MC - Client, press the **Handoff** key on your desktop telephone.
2. If you have Station Control Password (SCPW) privacy protection configured, enter the SCPW on your desktop telephone.
3. Disconnect from the call on your Avaya 3100 MC - Client.

Using the Mid-Call features

While you are engaged in a voice call, use the following voice call telephony features:

- Call hold and retrieve: Places the current call on hold, and then resumes it.
- Mute: Mutes the current call so you can carry on a conversation without being heard.
- Transfer: Transfers the call to another party—either blind or supervised.
- Swap: Switch between two parties while you are engaged in a call.
- Speaker mode: Switches call audio from the earpiece to the system speaker.
- Three-party conference: Creates an impromptu three-party conference.

Call hold and retrieve

Place a call on hold and retrieve it while you are connected to the network.

Placing a call on hold

While the call is connected, select **Hold**.

Held appears in the dialpad display.

Retrieving a held call

Select **Unhold**.

Call mute

Mute a call to carry on a private conversation.

Muting a call

While the call is connected, select **Mute On**.

Call mute appears in the dialpad display, and the other person on the call does not hear anything.

Unmuting a muted call

Select **Mute Off**.

You can now converse with the other person on the call.

Call transfer

Transfer calls while you are connected to the network. The following transfer types are available:

- Blind: Transfer the call without talking to the other party.
- Supervised: Talk to the other party before transferring the call.

Transferring a call

1. While a call is connected, select **Feature**.
2. Dial the number to transfer the call.
3. Select **Hold & Call**.

   The call is placed on hold. The held call hears music, if configured on the system.
4. Do one of the following:
   - To complete a blind transfer, select **Transfer**, and hang up.
   - To complete a supervised transfer, wait for an answer, consult, select **Transfer**, and hang up.
5. To resume the call, select **Cancel**.

Call swap

Switch between two different while you are engaged in a call.

Swapping between two parties

1. While a call is connected, select **Feature**.
2. Dial the number.
3. Select **Hold & Call**.

   The call is placed on hold. The held call hears music, if configured on the system.
4. When the second call answers, press **Swap** to alternate between the two calls.

Speaker mode

Switch between the system speaker and the earpiece speaker.

While a call is connected, select **Spkr On**.

To switch a call from the system speaker to the earpiece speaker, select **Spkr Off**.

Three-party conference

Hold three-party conferences using the Avaya 3100 MC - Client.

Holding a conference call

1. While a call is connected, press **Feature**.
2. Dial the number that you want to add to the conference call.
3. Select **Hold & Call**.

   The call is placed on hold. The held call hears music, if configured on the system.
4. When the party answers, request permission to initiate the conference call, and then press **Conference**.

Note: You can execute a variety of dialpad controls (for example, *5) while you are engaged in a three-party conference. However, if any of the participants are engaged in a second conference, the dialpad controls are no longer available.

Managing buddies

Buddies are people that you call frequently. Each buddy has a name and at least one contact location (extension or telephone number).

You can

- add buddies to the Avaya 3100 MC - Client for Windows Mobile
- call or view their contact details
- edit or delete them
- import buddies from the your call log (History), search results, native address book
- track presence status and send instant messages (mobility-enabled buddies only)

After adding a buddy, assign them to one or more groups to facilitate user management and enable instant conferencing.

Adding a buddy to the Avaya 3100 MC - Client for Windows Mobile local address book

1. Expand the Buddy List.
2. On the Buddy List pane, select **Menu, New Contact**.
3. Complete the fields using the information in **Table 16 "Adding a new buddy" on page 54** as a guide.

Table 16: Adding a new buddy

Field	Settings
Part of Groups	Select this field to access the Select Item(s) pane, where you can associate your buddy with one or more groups.
Last Name	Enter the last name for your buddy.
First Name	Enter the first name for your buddy.
Company Name	Enter the company name for your buddy.
Note: Use the following fields to enter phone numbers for the buddy. As a minimum, enter the Work Number, if it is used by default when you place a regular call. All other contact locations are optional and selectable only when you place an advanced call.	
Home Number	Enter the home phone number of your buddy. You can select it when you place an advanced call to the buddy.
Work Number	Enter the office telephone number of your buddy. This number is the default contact location for your buddy and is a required entry. If the number corresponds to a mobility-enabled user, then you can track your buddy's presence and send IMs

Table 16: Adding a new buddy

Field	Settings
Mobile Number	Enter the mobile phone number for your buddy. Select it when you place an advanced call to the buddy.
Other1	Enter an additional phone number for your buddy such as a second office number. Select it when you place an advanced call to the buddy.
Other2	Enter an additional phone number for your buddy such as a second home number. Select it when you place an advanced call to the buddy.

Note: Provide at least one contact location: Extension, Work number, Mobile number, Home number, or Other number.

4. Select **Menu, Done**.

   Your new buddy is added to the local address book.

Figure 12: Adding a new buddyImporting a buddy

Import a buddy to the Avaya 3100 MC - Client for Windows Mobile local address book from these sources:

- History pane
- Search Results pane (can include entries from both the mobile device address book and the corporate directory)
- Native address book

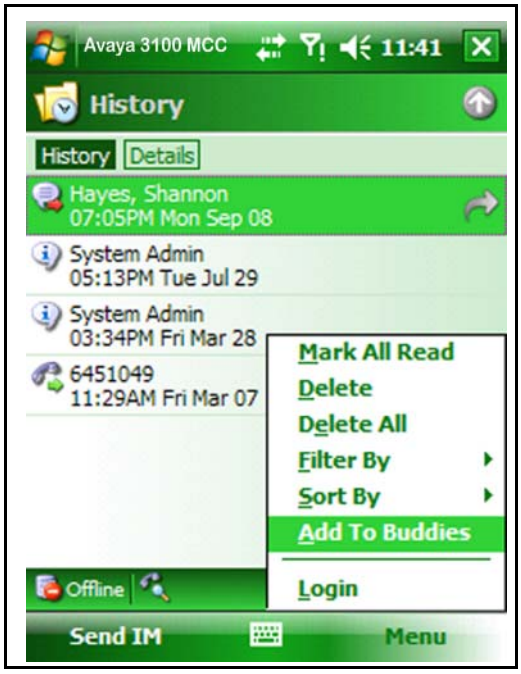
Importing saves you time by automatically entering buddy contact information.

Adding a buddy from the History pane

1. Expand the **History** pane.
2. Scroll to and highlight the entry for the person you want to add.
3. Select **Details**.
4. Select **Menu, Add to Buddies**.

   Your new buddy is added to the local address book.

Figure 13: Importing a buddy from the History paneImporting a buddy from the Search pane



Search for people in your mobile device address book, and in the corporate directory maintained by your organization. After completing a search, select an individual entry and add it to the Avaya 3100 MC - Client for Windows Mobile as a buddy.

Adding a buddy from the Search pane

You can add buddies from your SIM card using this mechanism.

1. Expand the **Search** pane.
2. Perform a search (see **"Searching for people" on page 61**).
3. Scroll to and highlight the entry for the person you want to add.
4. Select **Details**.
5. Select **Menu, Add to Buddies**.

   Your new buddy is added to the local address book

   Note 1: After importing a buddy, ensure that the buddy contact information is complete. You may need to add a tag or special character that was not present in the original record.

   Note 2: The buddy display name contains the title, first name, and last name entered in the Avaya 3100 MC - Client for Windows Mobile address book.

Importing a buddy from the native address book

You can import buddies from the native address book. Using the native contact search, you can select an individual entry and add it to the Avaya 3100 Mobile Communicator Web UI for Windows Mobile as a buddy.

You can add buddies from your SIM card using this mechanism.

Importing a buddy from the native address book

1. Navigate to the **Contacts** pane.
   OR
   Select **Start**, **Contacts**.
2. Scroll to the entry for the person to add.
3. Select **Menu**, **Add to Avaya 3100 MC - Client Buddies**.
4. Select **Menu**, **Add to Buddies**.
5. After importing a buddy, check that the contact information is complete. You may need to add a tag or special character that was not present in the original record.

Viewing the presence status of buddies

- check the presence of a single buddy
- check the presence of all buddies
- request notification when the presence status of a buddy changes.

You can configure the Avaya 3100 MC - Client for Windows Mobile to receive automatic presence status updates. By doing this, you can stay up-to-date with the latest status information for all of your buddies. To switch from manual (default) to automatic mode, select Auto Presence Enabled on the Buddy pane. For more information, see **"Buddy Settings" on page 34**.

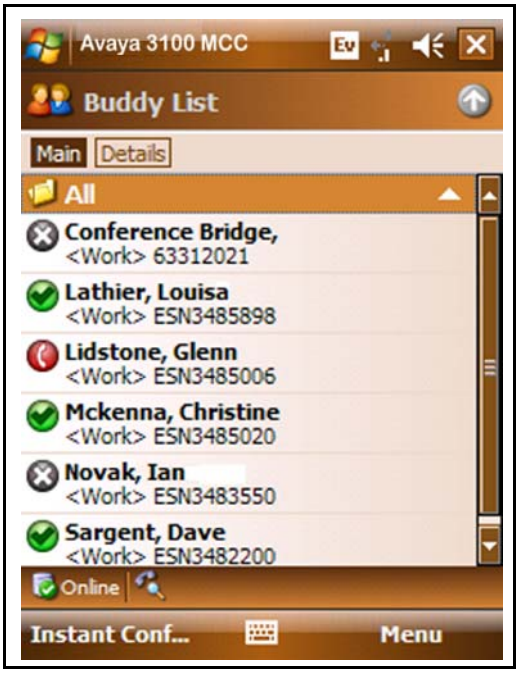
> ***Note:*** Having Auto Presence Enabled causes extra airtime to be consumed and battery life to be reduced.

Viewing the presence status of a buddy

1. Expand the **Buddy** list.
2. Scroll and highlight a buddy, and then choose one of the following:
   - **Menu, Query Presence** to check buddy status
   - **Menu, Set Presence Alert** to be alerted of a status change. Only the next change is tracked, not all changes.
   - **Menu, Clear Presence Alert** to cancel status change alerts.

   The Buddy list updates with the current presence status for the selected buddy.

Figure 14: Viewing presence status of buddiesViewing the presence status of a group of buddies



1. Expand the Buddy list.
2. Scroll and highlight a group.
3. Select **Menu, Query Presence**.

   The Buddy list updates with the current presence status for the selected buddies.

Buddy presence status indicators

Buddy presence status indicators follow the same scheme as your presence status indicators. For more information, see **"Configuring your Presence Status" on page 59**.

Viewing detailed information for a buddy

1. Expand the **Buddy List**.
2. Scroll to and highlight the entry you want to examine.
3. Select **Details**.
4. On the Buddy Detail pane, review the following information:
   - Presence status
   - Part of groups
   - Full Name
   - Company Name
   - Available Channels (Home, Work, Mobile)
   - Other1 and Other2

   Note: Optionally, you can begin a communication session by selecting **Menu, Call** to place a call or **Menu, Send IM** to send an instant message.

Adding a buddy to a group

Add all of your buddies to the groups you define on the Avaya 3100 MC - Client for Windows Mobile. Groups facilitate user management, and enable you can place Instant Conferences. For details on how to create and use groups, see **“Working with Groups” on page 63**.

Adding a buddy to one or more groups

1. Expand the **Buddy List** pane.
2. Scroll to and highlight the buddy you want to add.
3. Select **Menu, Edit Buddy**.
4. Select the **Part of Groups** box.

   The Select Items pane appears.
5. Select the groups to which you want to add the buddy.
6. Select **Menu, Done**.

   The buddy is added to the groups you select.

Managing a buddy

You can edit buddy information or delete the buddy.

Editing a buddy

1. Expand the **Buddy List** pane.
2. Scroll to and highlight the buddy you want to edit.
3. Select **Menu, Edit Buddy**.
4. Edit the contact information as required.
5. Select **Menu, Done**.

   The updated contact information is added to the local address book.

Deleting a buddy from the local address book

1. Expand the **Buddy List** pane.
2. Scroll to and highlight the buddy you want to delete.
3. Select **Menu, Remove Contact**.

   The buddy is deleted from the local address book.

Configuring your Presence Status

See when your buddies are online and available, and inform them of your status on the network by configuring your Presence status.

Your presence status automatically updates when you connect or disconnect from the network, and when you are on the phone. Manually configure your presence status by selecting an entry from a list. For example, if you are busy and don’t want to take calls, inform your buddies by changing your status to Offline.

Many different presence statuses are available. Color-coded indicators inform your buddies of your availability:

- Green—Available to respond

- Yellow—Available but unable to respond
- Red—Not available and cannot respond

Presence status indicators are as follows:

Table 17: Presence status and availability indicators

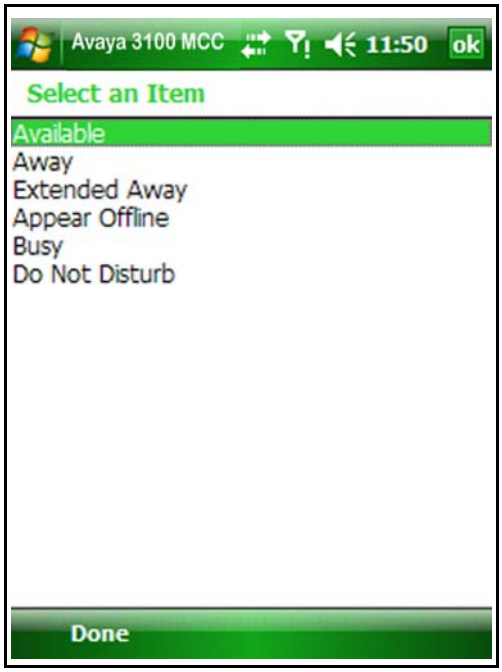
Presence Status	Availability	Notes
Available	Green	Default
Away	Yellow	
Extended Away	Yellow	
Busy	Yellow	
Do Not Disturb	Red	All incoming calls to the device are ignored, but will ring on other devices of clients that the user is logged in to. If not answered, the call will forward to voice mail.
Appear Offline	Red	You are online and have access to all Avaya 3100 MC - Client features, however other users see you as offline.

Changing your presence status

1. Expand the **My Status** pane.
2. From the **Online Status** pane, select a presence status.
3. Select **Menu, Set Status**.

   Your presence status is updated on the system. Your online buddies can immediately see your new status.

Figure 15: Changing your presence statusConfiguring a custom message



1. Expand the **My Status** pane.
2. From the **Online Status** pane, enter a value in the **Custom Note** field.
3. Select **Menu, Set Status**.

   Your custom note is appended to the configured presence status. Your online buddies can immediately see your new status.

Canceling a custom message

1. Expand the **My Status** pane.
2. From the **Online Status** pane, clear the **Custom Note** field.
3. Select **Menu, Set Status**.

   Your custom note is appended to the configured presence status. Your online buddies can immediately see your new status.

Searching for people

Search for people in the following locations:

- in the device address book and the Avaya 3100 MC - Client for Windows Mobile
- in the corporate directory maintained by your organization

After completing a search, select an individual entry in order to view their contact details, initiate a call, or add contact details to the Avaya 3100 MC - Client for Windows Mobile local address book.

Performing a local search

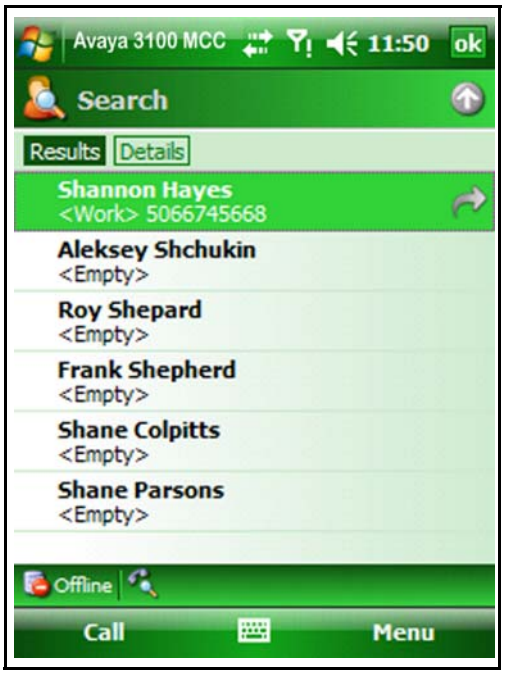
Find contacts that you add to the device address book and buddies that you download to the Avaya 3100 MC - Client for Windows Mobile by performing a local search. A local search

Searching the local directories

1. Expand the **Search** pane.
2. Enter as much of the contact's name as you know. You can enter one name (first or last) or both names (with a space between the names). For example,
   - Enter *mar* to search for Mary Smith or Jim Martins.
   - Enter *jo sa* to search for John Sanders or Sam Johnson.

   As soon as you start typing, the search results list displays. Every letter that you type causes the list to be updated with entries from the local directory.

Figure 16: Search panePerforming a corporate directory search



Find contacts in your enterprise phone book by performing a corporate directory search.

Searching the corporate and local directories

1. Expand the **Search** pane.
2. Enter as much of the contact's name as you know. You can enter one name (first or last) or both names (with a space between the names). For example,
   - Enter *mar* to search for Mary Smith or Jim Martins.
   - Enter *jo sa* to search for John Sanders or Sam Johnson.

   The search results list displays entries from the local directory.
3. Select **Search Corporate** from the left menu.

   The corporate directory search results list appears.
4. To resume the search, select **Menu, New Search**.

   The search results list is cleared. The next search you initiate is a local search.

Viewing search details

Viewing detailed information for a person on the search results list

1. Expand the **Search** pane.
2. Perform a search.
3. Highlight the entry you want to examine.
4. Select the **Details** button.
5. On the **Search Detail** pane, review the following information:

   — Presence status (if available)
   — Full Name
   — Company Name
   — Home Number
   — Work Number
   — Mobile Number
   — Other1
   — Other2

Working with Groups

By using groups, you can associate buddies who have similarities. For example, create one group for the sales department, another for finance, and yet another for your personal friends. When you want to locate someone, simply look in the appropriate group folder. After you have found that person, place the call. Alternatively, you can call the entire group.

Create your personalized groups and add buddies to them. You can add a buddy to more than one group.

There is one system-generated group available. The All group contains a copy of all buddies in the local address book.

Adding a new group

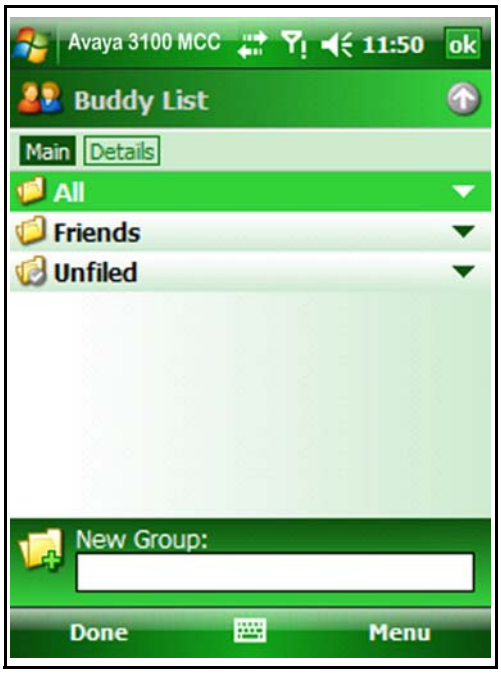
Adding a new group

1. Expand the **Buddy List**.

Figure 17: Adding a new groupSelect **Menu, New Group**.

2. Enter the name of the new group.

Figure 18: Adding the name of the new groupSelect **Menu, Done**.



Your new group is added to the local address book.

Note: You must add buddies to the group before placing a group call. For more information, see **"Adding a buddy to a group" on page 59**

Changing a group name

Changing the name of a group

1. Expand the **Buddy List**.
2. Highlight the group you want to edit.
3. Select **Menu, Edit Group**.
4. Change the group name.
5. Select **Menu, Done**.

   The group name is updated in the local address book.

Deleting a group

Deleting a group

1. Expand the **Buddy List**.
2. Highlight group you want to delete.
3. Select **Menu, Remove Group**.

   The group is deleted from the local address book. Buddies in the group are reassigned to the All group.

Instant Conferences

Instant Conferences are calls between multiple people. One person initiates the Instant Conference and instructs the Avaya 3100 Mobile Communicator Gateway to call the people selected for the conference.

Placing an Instant Conference call

When you initiate an Instant Conference, the system first calls your contact location (for example, mobile device or home) and prompts you to record a greeting message. The system then calls the users in the group and provides them with the option to join the call, decline the call, or join the call at a later time.

Before you initiate a regular Instant Conference, configure Work Numbers for all users in the group. See **"Managing a buddy" on page 59**.

Initiating an Instant Conference

1. Expand the **Buddy List**.
2. Scroll to and highlight the group you want to call.
3. Select **Menu, Query Presence** to see the presence status of the group members.
4. Select **Menu, Instant Conference Include/Exclude** and select the members you want in the call.
5. Highlight the group folder and select **Menu, Instant Conference**.

   The system places the call.
6. Accept the incoming call and then follow the prompts for the following steps:
   a. Record the conference greeting and then press # on your phone dialpad.
   b. Press **1** to review the greeting, press **2** to rerecord the greeting, or press any other key to accept the greeting and start the conference.

   The system next calls the members of the group you selected at their default contact numbers.

On a regular telephone, users accept the Instant Conference by pressing the # key or reject it by hanging up.

On the Avaya 3100 MC - Client for Windows Mobile, users select one of the following menu options:

— **Accept here** to join in the Instant Conference immediately on the mobile device.

— **Accept <number>** to join in the Instant Conference immediately on another device.

— **Join later** to be prompted to join the Instant Conference at a later time. To configure your reminder notification interval, see **"Call settings" on page 29**.

— **Decline** to reject the Instant Conference.

You hear a tone each time someone joins the Instant Conference.

Managing Instant Conferences

The following procedures describe how to manage ongoing Instant Conferences.

Joining an in-progress Instant Conference call

If you selected **Join Later** when you are initially invited to participate, you can later join the in-progress Instant Conference. This feature is available only to the Instant Conference participants, not to the Instant Conference initiator.

1. Expand the **Instant Conference** pane.
2. Select the entry for the Instant Conference that you want to join.
3. Select **Menu, Join Now**.
4. Press # when prompted.

   If the Instant Conference is still in progress, you join it. If the Instant Conference has ended, you receive an error message.

Responding to an Instant Conference reminder

If you select Join Later when the Instant Conference starts, you receive periodic reminders to participate in the call. Select **Yes** to join the Instant Conference or **No** to be reminded again at a later time. To configure the reminder notification interval, see **"Call settings" on page 29**.

Managing an Instant Conference with the dialpad

The Instant Conference initiator can execute a variety of functions using the telephone dialpad. A limited set of these functions is also available to the Instant Conference participants.

Note: Mid-call features, such as Call Hold, Call Transfer, and Call Swap, are not available during Instant Conferences. The call handoff feature is available during Instant Conferences, but only to the conference participants, not the conference originator.

Table 18 "Instant conference dialpad controls" on page 67 contains the list of Instant Conference dialpad controls.

Table 18: Instant conference dialpad controls

Dialpad control	Function	Comments
**	Starts the help system.	The help system plays a recorded list of command descriptions. For example, “Press 6 to mute or unmute yourself.” The functions you can perform depend on your status as either an Instant Conference initiator or participant.
*1	Terminates an Instant Conference.	The Instant Conference initiator can terminate the call at any time by pressing *1, and then confirming the selection by pressing 1 a second time.
*3	Enables user numbers to be dialed mid-call.	The Instant Conference initiator can add another person to an ongoing call by doing the following: • Press star (*) 3. • Dial the extension of the party, PSTN, or mobile number. • Press pound (#). The system calls the other party. The other party is prompted to press pound (#) to join the conversation. ***Note:*** You can only add individuals, not other conferences, to an ongoing Instant Conference.
*5	Lecture Mode—mutes and unmutes the voices of all participants except Instant Conference initiators.	The Instant Conference initiator can mute the voices of all participants. After being muted, the initiator can unmute all participants.
*6	Mutes and unmutes your own voice.	All Instant Conference participants can use this feature to mute or unmute their own voices.
*7	Locks and unlocks a conference.	The Instant Conference initiator can choose to lock access to the call. Once locked, no additional participants are allowed to join, but active participants can leave.

Table 18: Instant conference dialpad controls

Dialpad control	Function	Comments
*8	An announcement lists all of the participants in an Instant Conference.	All Instant Conference participants can use this feature to find out who is in the call. When a roll call is in progress you cannot hear the other participants talking.
*9	Stops the help system.	The help system stops playing the recorded list of command descriptions.

Managing the Instant Conference history

The Avaya 3100 MC - Client for Windows Mobile retains a record of your recent Instant Conferences.

Viewing Instant Conference details

View detailed information for each entry on the Instant Conference pane.

1. Expand the **Instant Conference** pane.
2. Scroll through the list and highlight a record.
3. Select **Details**.

   The Instant Conference Detail pane appears with the following information:

   — Log record type and success or failure indicator

   — Time and date of the call

   — Participant list (name and number)

Resuming an Instant Conference

Resume an Instant Conference that has been terminated.

1. Expand the **Instant Conference** pane.
2. Scroll through the list and highlight a record.
3. Select **Menu, Instant Conference**.

   The system sets up the call in Call-me-First mode
4. Accept the incoming call and then follow the prompts for the following steps:

   a. Record the conference greeting and then press # on your phone dialpad.

   b. Press **1** to review the greeting, press **2** to re-record the greeting, or press **#** to accept the greeting and start the conference.

   The system next calls the members of the group you select at their default contact numbers.

   On a regular telephone, users accept the Instant Conference by pressing the # key or reject it by hanging up.

   On the Avaya 3100 MC - Client for Windows Mobile, users select one of the following menu options:

   — **Accept here** to join in the Instant Conference immediately on the mobile device.

— **Accept <number>** to join in the Instant Conference immediately on another device.

— **Join Later** to be prompted to join the Instant Conference at a later time. To configure your reminder notification interval, see **"Initial configuration" on page 25**.

— **Decline** to reject the Instant Conference.

A tone is heard each time someone joins the Instant Conference.

Deleting an Instant Conference entry

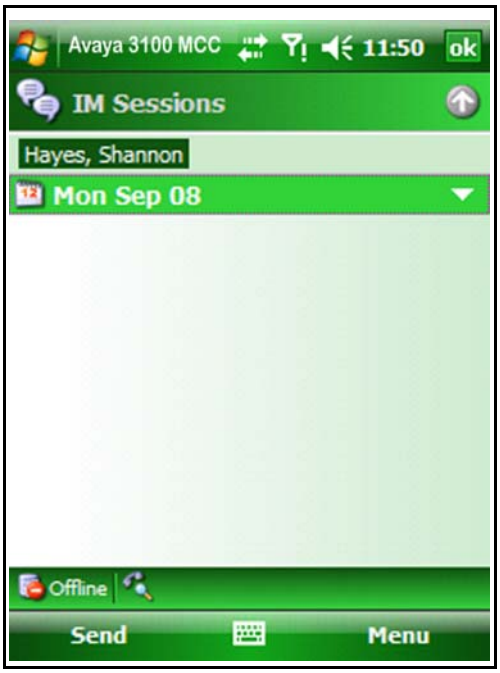
1. Expand the **Instant Conference** pane.
2. Scroll through the list and highlight a record.
3. Select **Menu, Delete**.
4. At the prompt, select **Yes** or **Cancel**.

Managing instant messages

With instant messages, you can:

- send messages to your buddies and others who have valid Session Initiation Protocol (SIP) addresses
- receive instant messages
- track instant message sessions

Figure 19: nstant messaging pane



Sending an instant message

The Avaya 3100 MC - Client for Windows Mobile supports sending instant messages to mobility-enabled buddies that you import from the corporate directory and to SIP addresses for other Avaya 3100 MC - Client users on your Avaya 3100 Mobile Communicator Gateway.

To receive messages, buddies must be online and available.

Sending an instant message to a buddy

1. Expand the **IM Session**, **Buddy list**, **History** or **Search** panes.
2. Highlight a name or log entry.
3. Select **Menu, Send IM**.

   Note: This menu item is not available if you and your buddy are not on the same Avaya 3100 Mobile Communicator Gateway.

   The IM Sessions pane appears; presence information appears if it is available.
4. On the IM Sessions pane, do one of the following:
   - Type your message in the **Send IM Messages** field. Limit the message to a maximum of 160 characters.
   - Select **Menu, Canned Messages, <custom message>**.
5. Select **Menu, Send**.

   A copy of the message is stored on the IM Sessions pane.

Sending an instant message to a SIP address

Start an instant messaging session with another Avaya 3100 MC - Client user with a SIP address.

1. Expand the **IM Sessions** pane.
2. Select **Menu, New IM Session**.
3. In the **New IM Session** pane, enter a valid SIP address using the format:

   <username>@<domain>
4. Select **Done**.
5. In the **Send IM Message** pane, do one of the following:
   - Type your message in the **Send IM Message** field. Limit the message to a maximum of 160 characters.
   - Select **Menu, Canned Messages, <custom message>**.
6. Select **Menu, Send**.

   A copy of the message is stored on the IM Sessions pane.

Receiving an instant message

When you log on, you receive instant messages regardless of what you are currently doing on the mobile device. When you receive an instant message, you are alerted by an audible tone and a visual alert.

- The audible tone is controlled by the device. To select a new tone, disable the tone, or use vibrate mode in place of the tone, refer to your device documentation.
- The visual alert is controlled by the Avaya 3100 MC - Client New IM Alert parameter. For more information on instant messaging, see **“Instant Messaging settings” on page 35**.

Table 19 "Instant message alerts" on page 71 illustrates the type of alert you receive, depending on the current state of the Avaya 3100 MC - Client.

Table 19: Instant message alerts

Configuration	Current Pane	Audible tone	Visual Alert
New IM Alert disabled	IM Sessions	Yes, if you enable tone notification on the device.	If someone sends you a message while you are typing them a message, their message is added to the IM Sessions pane. If anyone else sends you a message, `Received New` appears on the pane.
	Any other pane	Yes, if you enable tone notification on the device.	If someone sends you a message while you are on a non-IM pane, you do not receive a visual alert. You must go to the IM Sessions pane to view the message.
New IM Alert enabled	IM Sessions	Yes, if you enable tone notification on the device.	If someone sends you a message while you are typing them a message, their message is added to the IM Sessions pane. If anyone else sends you a message, `Received New` appears on the pane.
	Any other pane	Yes, if you enable tone notification on the device.	If someone sends you a message while you are on a non-IM pane, the IM Alert appears and you can select one of the following options: • View: Causes the IM Sessions pane to appear, where you can compose a reply. • Ignore: Causes the IM Alert to be dismissed. Review it later in the IM Sessions pane.

Tracking IM Sessions

The IM Sessions pane lists the last 50 messages that you exchange with as many as three of your buddies. Older records are deleted automatically.

Managing IM Sessions

1. Expand the **IM Sessions** pane.
2. Select a buddy tab and do one of the following:
   - Select a date folder to review the messages that you have exchanged.
   - Select **Menu, Send IM**, type a message or select a canned message, and then select **Menu, Send** to send an instant message.

Figure 20: Tracking IM sessionHistory (Call Logs)

The Avaya 3100 MC - Client for Windows Mobile retains a log of the following events for your recent communication sessions:

- Number of missed calls
- Incoming and outgoing calls
- Incoming and outgoing instant messages
- System event notifications

The History pane can contain up to 50 log entries. Older entries are automatically deleted.

By default, the entries are organized by time and date, but you can also sort them by name or type. You can also filter the list so that only entries of a particular type are displayed. Select an individual entry to view contact details, add contact details to your local address book, or initiate a call.

Note: The Avaya 3100 MC - Client can display up to 80 characters in the history pane.

Viewing the entire History list

Expand the **History** pane on the Main pane.

The following figures show the possible icons.

Figure 21: Voice call icons

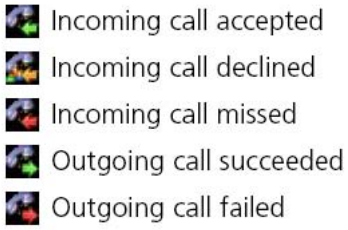


Figure 22: Instant message icons

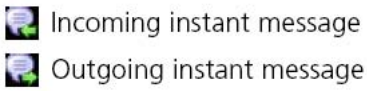


Figure 23: Instant Conference icons

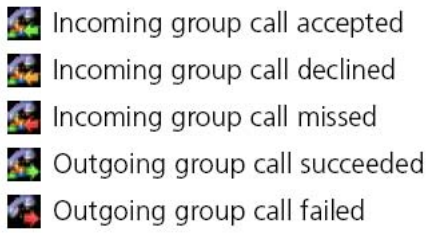
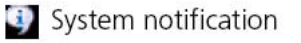

Incoming group call accepted
Incoming group call declined
Incoming group call missed
Outgoing group call succeeded
Outgoing group call failed

Figure 24: System notification icons



Sorting and filtering History entries

Sort entries in the History pane by name, record type (for example, system notification, call), or time received. Filter the list to display only missed calls, incoming calls, or outgoing calls.

1. Expand the **History** pane.
2. Select a sort preference:
   - **Menu, Sort By, Time** (default)
   - **Menu, Sort By, Name**
   - **Menu, Sort By, Type**

   The entries display according to the specified sort preference.
3. Select a filter preference:
   - **Menu, Filter By, All** (default)
   - **Menu, Filter By, Incoming Calls**
   - **Menu, Filter By, Missed Calls**
   - **Menu, Filter By, New Missed Calls**
   - **Menu, Filter By, Outgoing Calls**

The entries display according to the specified filter preference.

Viewing detailed log information

1. Expand the **History** pane.
2. Highlight the entry you want to examine.
3. Select **Details**.
4. On the History Detail pane, review the following information:
   - Status of person associated with the log entry
   - Log record type and success/failure indicator
   - Time and date, and elapsed time
   - Phone number or Instant Message text

Marking history entries as read

Change the status of your New Incoming Call entries to Incoming Call by marking them read. The missed call indicator on the Main pane also clears.

Marking a single New Incoming Call entry as read

1. Expand the **History** pane.
2. Scroll through the list and highlight a New Incoming Call record.
3. Select **Details**.
4. Select **Menu, Mark As Read**.

   The status of the entry changes to Incoming Call.

Marking all New Incoming Call entries as read

1. Expand the **History** pane.
2. Select **Menu, Mark All Read**.

   The status of all New Incoming Call entries change to Incoming Call.

Deleting entries

Delete an individual entry or all entries on the History pane.

Deleting an individual entry

1. Expand the **History** pane.
2. Scroll through the list and highlight a record.
3. Select **Menu, Delete**.

Deleting all entries

1. Expand the **History** pane.
2. Select **Menu, Delete All**.
3. Select **Yes** or **No** in response to the prompt.

Managing voice mail

You can check if you have new messages and quickly call the voice mail system to access your mailbox.

Tracking the status of your messages

The Main pane and Voice Mail pane indicate if you have new messages.

Calling the voice mail system

Calling voice mail

1. Expand the **Voice Mail** pane.
2. Select **Call VoiceMail**.

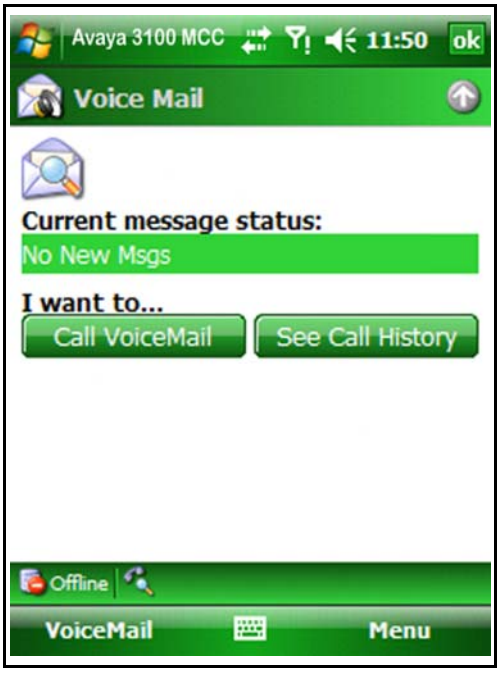
   Avaya 3100 MC - Client for Windows Mobile calls the voice mail system.
3. Enter your voice mailbox number and password when prompted.
4. After you gain access to your mailbox, you can listen to, save, and delete your messages.

   Note: Use the mobile device phone application to respond to system prompts.

Accessing History from voice mail

1. Expand the **Voice Mail** pane.
2. Select **See Call History**.

Figure 25: Voice mail pane



Troubleshooting

This section contains the following topics:

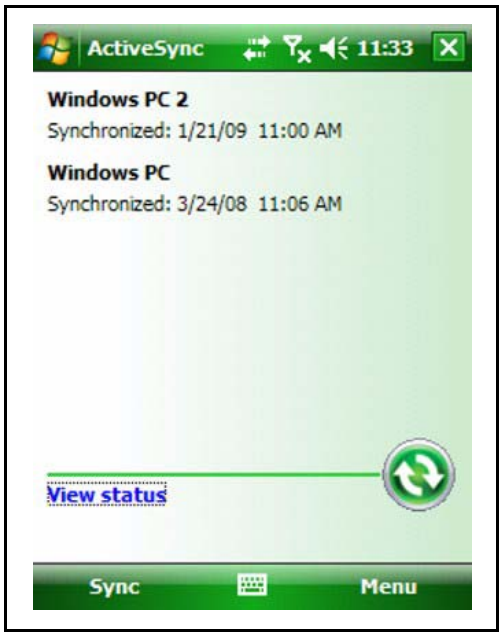
- **"Data connection between Avaya 3100 MC - Client for Windows Mobile and Avaya 3100 MC Gateway" on page 77**

Data connection between Avaya 3100 MC - Client for Windows Mobile and Avaya 3100 MC Gateway

To verify that the data connection between Avaya 3100 MC - Client for Windows Mobile and Avaya 3100 Mobile Communicator Gateway is established:

1. Ping the Avaya 3100 Mobile Communicator Gateway from the PC to verify data connectivity of the PC to the Avaya 3100 Mobile Communicator Gateway.
2. Connect the mobile device to the computer with a USB cable.
3. Start Microsoft ActiveSync on the computer.

Figure 26: ActiveSync



4. On the mobile device, select **Start, Internet Explorer.**
5. Browse to http://<IP address or host name of Avaya 3100 Mobile Communicator Gateway>:8282/adminserver. See **Figure 27 "Avaya 3100 Mobile Communicator Gatewaysplash screen" on page 78**.

   This demonstrates (using non-Avaya software) that the mobile device has established an IP connection to the PC and that it can make an IP connection to the Avaya 3100 Mobile Communicator Gateway.

Figure 27: Avaya 3100 Mobile Communicator Gatewaysplash screen

Acronyms

Table 20 lists the acronyms used in this guide.

Table 20: Acronyms

Acronym	Full Name
CDMA 1xRTT	Code Division Multiple Access Single Carrier (1x) Radio Transmission Technology
DND	Do Not Disturb
EDGE	Enhanced Data rates for Global Evolution
EVDO	Evolution Data Only
IM	Instant Message
Avaya 3100 MC - Client	Avaya 3100 Mobile Communicator - Client
MWI	Message Waiting Indicator
PDA	Personal Digital Assistant
PIN	Personal Identification Number
PSTN	Public System Telephone Network
SIM	Subscriber Identity Module
URL	Uniform Resource Locator
USB	Universal Serial Bus

Quick reference

You can print this chapter to carry for quick reference.

Getting started

The Avaya 3100 Mobile Communicator - Client for Windows Mobile provides enterprise collaboration functionality to a Windows Mobile mobile device using a data (Internet) connection over the cellular network. Avaya 3100 MC - Client for Windows Mobile allows real-time communication with the Avaya 3100 Mobile Communicator Gateway and Avaya Communication Server. The term Communication Server means all communication servers that Avaya 3100 Mobile Communicator supports (see the Avaya 3100 Mobile Communicator Product Bulletin). For more information about Avaya 3100 MC - Client for Windows Mobile, see *Avaya 3100 Mobile Communicator - Client for Windows Mobile User Guide* (NN42030-101).

Important Notice:

Select and use headsets designed to reduce excessive sound pressure levels or acoustic shocks. Check that headsets meet their respective National or International Acoustic and Safety requirements.

Starting the Avaya 3100 MC - Client

1. On your Windows Mobile device, select **Start**, **Programs, Avaya 3100 MCC**

The main Avaya 3100 MC - Client pane appears and you can use the application.

Placing or receiving a call

How the system handles calls depends on the configuration of your Avaya 3100 MC - Client for Windows Mobile.

- In **Direct Outbound** mode, initiate calls directly from your mobile device to other parties through the enterprise telephony system.
- In **Call-me-First** mode, your calls are completed in two steps. First, the enterprise telephony system calls you. After you answer, the system calls the other party.

Use both call modes to configure a service number in your Avaya 3100 MC - Client for Windows Mobile system settings. However, if you do not configure a service number, you can only use the Call-me-First mode

Exiting or hiding the Avaya 3100 MC - Client

Exiting the Avaya 3100 MC - Client application:

1. Select **Menu, Exit** from any pane.

Hiding the Avaya 3100 MC - Client application:

1. To hide the Avaya 3100 MC - Client application, select the **Minimize** icon from any pane menu. (The minimize icon is an “X”.) When you access the Avaya 3100 MC - Client application again, you return to the last pane you used.

Dialing calls

Dialing a number:

1. Expand the Phone pane.
2. Select **Menu, Input Method, Use Keypad**.
3. Dial the contact extension or PSTN number.

Note: To enter a + sign, press and hold the 0 key on the dialpad.

4. Specify your own number by doing one of the following:

- To use your mobile number in Direct Outbound mode, press the green **Call** button or select **Menu, Call**.
- To use your mobile number in Call-me-First mode, select **Menu, Call-me-First**, and then select **Menu**, **Call**.
- To use an alternate number in Call-me-First mode, select **Menu, Call From**, select a number from the list or enter a new number, and then select **Menu**, **Call**.
  The system places the call.

Calls to buddies

Calling a buddy:

1. Go to the **Buddy** List.
2. Scroll to and highlight the buddy.
3. Select **Menu, Call <destination number>.**
4. Enter a prefix ahead of the number, if required.
5. Specify your own number by doing one of the following:

- To use your mobile number in Direct Outbound mode, press the green call button or select **Menu, Call**.
- To use your mobile number in Call-me-First mode, select **Menu, Call-me-First**, and then select **Menu**, **Call**.
- To use an alternate number in Call-me-First mode, select **Menu, Call From**, select a number from the list or enter a new number, and then select **Menu**, **Call**.
  The system places the call.

Voice mail

Accessing voice mail:

1. Go to the **Voice Mail** pane.
2. Select **Call Voice Mail**.
   The Avaya 3100 Mobile Communicator Gateway connects to the voice mail server, then initiates a direct call from your device to the voice mail server.
3. When you are prompted, enter your voice mail mailbox number and password using the Windows Mobile phone application.

Calls to an emergency number

Calling an emergency number

1. Ensure that the cellular connection is active.
2. Expand the Phone pane.
3. Select **Menu**, **Input Method**, **Use Keypad.**
4. Dial the emergency number (for example, 911).
5. Press the green Call button or select **Menu**, **Call**.

Instant conferences

Instant Conference commands

Use these commands to manage an instant conference:
****** help
***1** ends the conference
***3** dial another buddy, dial the other party's number, then press #
***5** mutes or unmutes the conference
***6** mutes or unmutes your own voice
***7** locks or unlocks the conference
***8** hear a list of participants
***9** stops the help

Initiating an Instant Conference

1. Navigate to the **Buddy List**.
2. On the **Buddy List** pane, select a group.
3. Select **Menu, Instant Conference Include/Exclude** and select the people for the conference.
4. Highlight the group folder and select **Menu, Instant Conference**.

   The system places the call.
5. Accept the incoming call, and then follow the prompts. Then do the following:

   a) Record the conference greeting, and then press # on your phone.
   b) Press **1** to review the greeting, press **2** to re-record the greeting, or press any other key to accept the greeting and start the conference.

   The Avaya 3100 Mobile Communicator Gateway calls the users you selected. They are prompted to Join Now, Join Later, or Decline.

Instant messages

Sending an instant message to a buddy

1. Navigate to the Buddy List, History or Search panes.
2. Highlight a buddy, log entry, or search entry.
3. Select **Menu, IM.**
4. On the IM Sessions pane, do one of the following:
   - Type your message in **Send IM Messages** field.
   - Select **Menu, Canned Messages, <message>**.
5. Select **Menu, Send.**

History (Call Logs)

The History pane provides a history of your most recent incoming and outgoing calls, instant messages, and system event notifications.

Viewing the History (Call Logs) pane:

1. Navigate to the History pane.
2. Highlight the entry, and select the **Details** button.
3. On the History Detail pane, you can review:
   - the status of the person associated with the log entry
   - log record type and success failure indicator
   - time, date and elapsed time
   - phone number or IM text.